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ATTACHMENT J-1

PERFORMANCE WORK STATEMENT

Customer and Employee Relations (CaER) Directorate Support
Services at the Marshall Space Flight Center (MSFC)

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1.0 MISSION

1.1 The mission of the CaER Directorate is to maximize the performance of the NASA, and the MSFC by providing coordinated strategic planning, developmental resources, and innovative communications.

1.2 The CaER Directorate fulfills its mission through the key roles of:

- Creating and maintaining an effective, diverse workforce,
- Providing the means for MSFC's people and organizations to develop to their fullest potential and perform consistently at that level,
- Fostering an MSFC culture in which each individual lives the Center's core values,
- Reaching out to all of MSFC's customers and stake holders to create mutually beneficial and productive relationships between them and the Center,
- Leading and facilitating the Center's implementation and business planning activities,
- Enabling the Nation to benefit fully from NASA technologies,
- Leading MSFC's external communications activities, providing guidance to Center organizations to ensure that all communications are integrated to deliver clear and consistent messages to all appropriate audiences, and
- Inspiring our Nation's youth to learn about space and assist educators in providing innovative, effective instruction in science, math, engineering, and technology.

2.0 PROGRAM MANAGEMENT

2.1 Contract Administration

2.1.1 The Contractor shall provide planning, coordination and surveillance of overall contract activities to ensure disciplined performance of work and the timely application of resources necessary for completion of all tasks of this performance work statement (PWS) to include mission schedule as well as all Indefinite Delivery/Indefinite Quantity (IDIQ) task order work issued by MSFC.

2.1.2 The Contractor shall develop and implement a Management Plan in accordance with Data Requirements Description DRD 922MA-001, "Management Plan," for accomplishment of the tasks described by the PWS. In accomplishing this effort, the Contractor shall make adjustments in the application of its

workforce and resources to specific activities, as demands and priorities require. The plan shall address risk management. The plan shall reflect the details of planning and implementation as stated in the proposal.

2.1.3 The Contractor shall establish, implement, and maintain an inventory control system to track and control all Government furnished, contractor acquired property. The contractor shall comply with the Government property clauses specified elsewhere in the contract. The Contractor shall submit a Government Property Management Plan in accordance with DRD 922LS-001, "Government Property Management Plan."

2.1.4 The Contractor shall provide necessary training relative to the support services provided by this contract for new and existing Government and Contractor employees to ensure CaER mission success.

2.1.5 In accordance with DRD 922CD-001, "On-site Employee Location Listing," the Contractor shall provide an on-site employee location listing.

2.1.6 The Contractor shall inform the COTR about the status of in-work task milestones and costs to ensure the accuracy of information and to reduce misunderstandings of requirements, priorities, and deadlines. The Contractor shall match expected costs to funding received by customer. A work progress system shall be established and maintained by the Contractor in such depth and sufficient detail to provide status of tasks and projects from planning to finalization. A progress report shall be provided in accordance with DRD 922MA-002, "Progress Reports."

2.1.7 The Contractor shall ensure the timely processing of all paperwork, such as purchasing and transportation requests, Requests for Proposals, Delivery Orders, contracts, and deadline/milestone estimates.

2.1.8 The Contractor shall adhere to the following quality standards and provide the following quality feedback:

2.1.8.1 Follow all NASA, Marshall and Directorate ISO compliant work instructions and policy guidance. When creating procedures, maintain process documents as specified in current ISO certification standards. Perform regular compliance, accuracy, currency, and quality checks for all products and services in accordance with this information. All records shall be maintained in accordance with MPG 1440.2, "MSFC Records Management Program."

2.1.8.2 Due to the significant changes envisioned in the way CaER will conduct business under this contract, the Contractor shall develop/update applicable Organizational Issuances (OI's) to reflect processes by which this contract will

be performed. Proposed OI's shall be part of the Contractor's Management Plan to be submitted in accordance with DRD 922MA-001, "Management Plan." See attachment J-6, "Applicable Regulations, Procedures, and Documents," for a listing of OI's pertinent to the current CaER contract.

2.1.8.3 Solicit customer satisfaction feedback from contract customers and provide this information to the COTR.

2.2 Financial Management

The Contractor shall establish, implement, and maintain a financial reporting system in accordance with the NASA FAR Supplement, NFS 1852.242-73. The Contractor shall submit Financial Management Reports in accordance with DRD 922MA-003, "Financial Management Report (533M)."

2.3 Safety, Health, and Environmental

2.3.1 The Contractor shall establish and implement an industrial safety, health, and environmental program that incorporates the following Safety and Health Program Core Process Requirement (CPR) elements in accordance with DRD 922SA-001, "On-site Safety and Health Plan," and documented in MPG 8715.1, "Marshall Safety, Health, and Environmental (SHE) Program," that addresses:

- a. Management commitment and employee involvement in the safety and health program.
- b. System and worksite hazard analysis.
- c. Hazard prevention and control.
- d. Safety and health training.
- e. Environmental compliance.

2.3.2 Mishaps shall be reported to the MSFC Safety & Mission Assurance Office in accordance with DRD 922SA-002, "Mishap and Safety Statistics Reports."

2.3.4 The Contractor shall provide building managers and safety monitors for buildings 4466, 4471, and 7214.

2.3.5 The Contractor shall perform annual surveys and reports on chemical inventories and warehouse space requirements, etc., within the building areas set forth in 2.3.4 above, as required by NASA and MSFC.

2.4 Information Technology Security

A security plan shall be prepared in accordance with DRD 922CD-002, "Security Plans for Major Applications and General Support Systems," for each Federal major application and general support system utilized in the performance of the contract by Contractor and subcontractor personnel. Each security plan shall be based on an assessment of risks and document the safeguards

necessary to ensure sufficient availability, integrity, and confidentiality as required by MPG 2810.1, "Security of Information Technology."

3.0 MANAGEMENT SUPPORT

3.1 Directorate Office Support

3.1.1 The Contractor shall provide program management, program integration, and project management support services to the CaER Directorate. These services shall be in support of the achievement of the Directorate's mission to develop and implement Center communications, outreach, and strategic planning processes; to provide a comprehensive program for the development of Center employees and organizations; and to develop and implement a comprehensive human resources program and reward system for the Center.

3.1.2 The activities will include performing special fact-finding assignments for the CaER Director's Office covering a wide range of management activities; assisting in the overall administration/management matters by providing advice and assistance to the CaER Director with respect to management plans, establishment of controls and policies, and identification of general problem areas. The Contractor shall also lead, and/or support the following tasks;

3.1.2.1 Prepare final reports and presentations of data on the CaER Directorate program status for Directorate and Center management review.

3.1.2.2 Provide support for special projects involving statistical and narrative treatment, compiling, consolidating, and extracting statistical data from feeder reports, computer listings, database queries, and control documents for internal and external special reports.

3.1.2.3 Research and recommend new technology and techniques such as project management tools, presentation tools, and software packages that are beneficial to the operation of the Directorate.

3.1.2.4 Analyze and recommend improvements to Directorate work processes or data flow and conduct Business Process Reengineering (BPR) activities for the Directorate.

3.1.2.5 Provide assistance in developing training materials and documentation as well as conduct one-on-one and group training on business and application processes and software.

3.1.3 The Contractor shall provide program management, program integration, and project management support services for the CaER Directorate initiatives such as the agency-wide training

administrative system "AdminSTAR" and the "Skill Gap Analysis" initiative. Some travel will be required in support of agency-wide initiatives.

3.1.4 The Contractor shall maintain contact databases of Headquarters and Center Director Space Shuttle (STS) launch invitees.

3.1.5 The Contractor shall host on-Center or local tours for VIP's and otherwise present information to visitors.

3.2 Equal Opportunity Office Support

This effort shall include coordinating the Summer Intern Program, supporting High School Senior Day, and providing administrative and exhibit support for recruitment activities and conferences. In addition, the Contractor shall coordinate tours of the MSFC facilities, provide general support to minority university programs, and prepare various reports.

3.2.1 The Contractor shall identify the research needs of the program offices and engineering departments at MSFC and identify Historically Black Colleges and Universities (HBCU) and other minority institutions with the research capabilities to meet MSFC needs. The Contractor shall identify "best practices" of programs throughout NASA and in the public and private sector as a basis for new programs within MSFC. These activities include establishing contact with organizations, gathering documentation and data from them and from other relevant sources, and compiling and communicating the information in an easily digested format.

3.2.2 The Contractor shall provide coordination and logistics support for events as specified in section 5.3 of this PWS.

3.2.3 The Contractor shall maintain databases of information supporting the Equal Employment Opportunity and minority university programs at Marshall. These may include database requirements from NASA Headquarters and Code E databases.

3.2.4 The Contractor shall maintain and modify existing databases and create new databases where necessary for specific minority training needs.

3.2.5 The Contractor shall support public forums and conferences that NASA hosts for, or including, representatives from the minority community such as annual Hispanic Heritage Month, Black History Month, and events designed to discuss opportunities for individuals with disabilities.

3.2.6 The Contractor shall assist in outreach activities and informing the public about diversity programs through web site improvements, logistics and staffing for

exhibits, recommending and directing the creation of brochures, posters, and other public information products.

3.2.7 The Contractor shall respond to inquiries for information about MSFC equality programs and opportunities at HBCU and other minority institutions.

3.2.8 The Contractor shall manage and implement the MSFC Minority Summer Internship Program. This shall include recruiting and placing students for the summer program, and planning and conducting workshops for the interns.

4.0 HUMAN RESOURCES SUPPORT

The Contractor shall provide support services, as required, to assist NASA and MSFC in creating and maintaining an effective, diverse workforce. At present, no Contractor resources are required in this area.

5.0 EMPLOYEE and ORGANIZATIONAL DEVELOPMENT (EOD) SERVICES

This effort shall include the administration and execution of a high volume of training and organizational development procurements. Additionally, the Contractor shall provide services in support of training coordination and delivery, instructional design and delivery, coordination of events, design and implementation of organizational development exercises/interventions, and administrative support for the Marshall Institute.

5.1 Technical Training Coordination

5.1.1 The Contractor shall develop and conduct technical courses to meet specific needs of the MSFC technical community that cannot be met through standard college curricula.

5.1.2 The Contractor shall provide coaching/mentoring assistance to MSFC organizations, in technical areas of expertise such as Design Process, Risk Analysis, Structures, Controls, Fluid Dynamics, and Flight Mechanics as requested.

5.1.3 The Contractor shall prepare technical content and distribute technical training materials at training sessions.

5.1.4 The Contractor shall create advanced learning environments via electronic/computer-based tools.

5.1.5 The Contractor shall identify, document, and track the characteristics and scope of cutting edge technology as it applies to MSFC.

5.1.6 The Contractor shall identify and communicate the MSFC science and engineering culture within and outside the Center.

5.2 Instructional Design and Delivery

5.2.1 The Contractor shall design and deliver training courses in accordance with key needs and priorities. Development shall include instructor manuals, participant manuals, and quick reference guides.

5.2.2 The Contractor shall design and conduct "Train the Trainer" sessions. Training shall include coaching and assistance to individual trainers as needed.

5.2.3 The Contractor shall develop mechanisms to obtain feedback, and continuously improve course offerings.

5.2.4 The Contractor shall develop and maintain metrics on new courses.

5.2.5 The Contractor shall conduct annual evaluations and surveys to assess the effectiveness of Employee and Organizational Development services.

5.3 Events Coordination

5.3.1 The Contractor shall provide coordination to organize conferences, meetings, retreats, workshops, training sessions, technical interchange meetings, symposia and other such events, both on-Center and away.

5.3.2 The Contractor shall provide support for multiple events occurring at the same time at various locations. Events may be on-site, in the local commuting area, and/or at a distant location requiring overnight stay. The Contractor shall maintain contacts, technical experts, purchasing sources, and other resources to respond rapidly to last minute or quick-turnaround requirements if necessary.

5.3.3 The Contractor shall determine all logistical/support requirements for events. The Contractor shall consolidate the event requirements and submit them to the organization's technical monitor within 2 business days of the request.

5.3.4 The Contractor shall arrange all logistics associated with organizing programs and events, to include occasionally managing the creation/production of publicity products, catering, room and speaker support, audiovisual equipment, transportation if required, and supporting exhibits, artifacts, models, etc.

5.3.5 The Contractor shall attend and support events as needed to ensure they run smoothly, comfortably, and with a minimum of logistical problems. This will involve travel and making arrangements for events over 50 miles away from MSFC.

5.3.6 The Contractor shall evaluate the current systems for providing support and continually seek and recommend ways to improve the process, saving costs and time.

5.3.7 The Contractor shall develop meaningful and practical metrics and measure the level of cost savings from current baseline. Create, maintain and distribute products that convey these metrics to customers and management.

5.3.8 The Contractor shall provide advice on web site content improvements; and recommend, initiate and (when appropriate) oversee the content of brochures, posters and other products that support EOD events through a variety of channels.

5.4 Organizational Development Program

5.4.1 The Contractor shall provide a full range of organizational development support to include working with teams, conflict resolution, and changes in group norms, values and culture. The Contractor shall propose intervention designs, plans for organization change, and implementation change strategies that may involve problem solving and collaborative diagnosis.

5.4.2 The Contractor shall provide measures of increased organizational effectiveness and health through measures of such things as; processes changes, and changes in beliefs, attitudes, or values to better adapt to changes and the rate of change. Measures shall also include evidence of enhanced intra and inter unit relationships.

5.5 Procurement of Training and Organizational Development Services

5.5.1 The Contractor shall procure training and organizational development services in support of the employee and organizational development program. The Contractor shall procure the use of instructors, organizational development specialists, training space, materials, equipment, catering services, and other support services/equipment as required. The Contractor shall place all training orders within 3 days of receipt.

5.5.2 The Contractor shall establish, and maintain a database of training and organizational development vendors including past performance data.

5.5.3 The Contractor shall enter trainee, course, and cost data into "AdminSTAR" (training administrative system) and update with actual figures as they become available.

5.5.4 The Contractor shall establish and maintain a management information system to provide a shared database of metrics for all EOD functions, the quarterly training services reports, and other reports as required.

5.5.5 The Contractor shall develop appropriate purchasing/processes procedures for conducting this effort.

5.6 Marshall Institute Operations

5.6.1 The Contractor shall administer and coordinate the operation of Marshall Institute training facilities consisting of traditional classrooms (including A/V), computer classrooms, equipment, storage areas (including course materials and classroom supplies), and the Employee Development Technology Center (EDTeC).

5.6.2 The Contractor shall communicate Marshall Institute activities through appropriate channels to include publishing daily, weekly, and monthly classroom schedules both electronically and in hard copy.

5.6.3 The Contractor shall develop and administer an EDTeC learning material needs assessment and evaluation of all EDTeC courseware.

5.6.4 The Contractor shall assist EOD staff in developing monthly programming themes and selections, and deliver appropriate videotapes to the TV Studio for broadcast over the Marshall Continuous Learning Channel (MCLC)-13.

5.6.5 The Contractor shall assist EOD staff in arranging for satellite downlinks through the Federal Training Network and other vendors for broadcast over MCLC-14.

5.6.6 The Contractor shall provide reminder notices to participants prior to scheduled training.

5.6.7 The Contractor shall develop and maintain metrics relevant to the EDTeC, the MCLC 13, 14, and classroom usage.

6.0 TECHNOLOGY TRANSFER SUPPORT

The Contractor shall provide support services, as required, to assist NASA and MSFC in communicating and transferring technologies to the private sector. At present, no Contractor resources are required in this area.

7.0 INTERNAL RELATIONS and COMMUNICATIONS (IR&C) SERVICES

The Contractor shall provide support in publishing the "Marshall Star" and the "Daily Planet," weekly and daily publications respectively. Support shall also be provided to the History Office by responding to requests for information, developing captions for photos, and archiving articles. In addition, the Contractor shall develop speeches, provide presentation coaching sessions, and update MSFC web sites.

7.1 Communications Services

7.1.1 For each workweek of the year, except the 2 weeks of Christmas and New Year's, the Contractor shall produce the Center's "Marshall Star," an in-house newsletter to employees. This shall include all publication requirements including formatting for posting on the MSFC World Wide Web Home Page in HTML format.

7.1.2 The Contractor shall develop stories for weekly publication in the "Marshall Star" and on web sites that reflect an internal flavor (personal interest, accomplishments, local and community events).

7.1.3 For each workday of the year, the contractor shall produce the Center's "Daily Planet," a one-page, daily notice to employees. This shall include all publication requirements including formatting for posting on the MSFC World Wide Web Home Page in HTML format and faxing to various locations for posting around the Center.

7.1.4 The Contractor shall attend roundtable meetings (approximately 10-15 times per month) to assist in locating stories. Responsibilities shall include interviewing, developing, writing, and compiling stories for submission to the "Marshall Star" editor. Stories will be developed from technical information gathered from various sources and presented in a format for broad workforce and general public reading. Stories shall be prepared for publication in written and web media.

7.2 Strategic Planning

7.2.1 The Contractor shall provide assistance to MSFC Directorates and Staff Offices on strategic planning and implementation. The Contractor shall lead efforts in educating Center management on the strategic management process(es) and facilitate the development of products.

7.2.2 The Contractor shall develop meaningful and practical metrics for MSFC, and measure the level of cost savings from current baseline(s). The Contractor shall create, maintain and distribute products that convey these metrics to customers and management.

7.2.3 The Contractor shall provide assistance in the generation, maintenance, and coordination of the "MSFC Strategic Implementation Plan", "MSFC Annual Reports", "POP Performance Indicators", "NASA Annual Performance Report", and "Government Performance and Results Act (GPRA) reports."

7.2.4 The Contractor shall lead all aspects of the strategic planning process as defined in MPG 1130.1, "MSFC Implementation Planning Process" and MPG 1130.2, "MSFC Annual Report Process."

7.3 Roundtable Support

7.3.1 The Contractor shall schedule, organize, and facilitate Center Roundtable meetings in (but not limited to) the Space Transportation, Science, and Engineering Directorates, the Shuttle Project Office, and Flight Projects Office.

7.3.2 The Contractor shall facilitate the Roundtable Coordination Team to identify best practices, and coordinate the various roundtables.

7.3.3 The Contractor shall maintain meeting minutes and action lists. The Contractor shall be involved in the tracking and assisting in the closure of actions.

7.4 History Services

7.4.1 The Contractor shall operate and maintain MSFC's Historical Document Collection. The Contractor shall assess the historical value of the candidate material for placement in the archives (MSFC's Historical Document Collection).

7.4.2 The Contractor shall respond to internal and external requests for historical data within 5 working days. This shall include providing copies of the requested information in various media (e.g. paper, photographs, 35mm slides, video and audio tapes, and electronic data). The Contractor shall also prepare and submit documents and "Fact Sheets" for posting on MSFC's history web pages.

7.4.3 The Contractor shall assist individuals in the use of the archives.

7.4.4 The Contractor shall prepare chronologies, bibliographies, finding aides, historic articles, photo captions, exhibit copy, brochures, fact sheets, or other reports; determine the supporting primary documentation for every request received; coordinate publication arrangements of approved material and layout with graphic artists and reproduction specialists at the Marshall Center and conduct and record oral history interviews.

7.4.5 The Contractor shall support the presentation of historical material, including oral presentations, at such events as Open House, conferences, and workshops, requiring some travel. Coordinate requirements; gather resources and staff displays and exhibits related to the public presentation of historical data; and support tasks related to open collections of historical materials such as those housed in the "Marshall Center Heritage Gallery".

7.4.6 The Contractor shall operate and manage inventory control of publications for meeting inquiries. These inquiries will include written, electronic, walk-in, and telephone requests. The Center historian prior to distribution shall approve all written responses. The Contractor shall maintain a log of all requests (telephone, walk-in, mail and e-mail categories) including the number of requests, and quantity and type of material provided.

7.5 Speech Writing

7.5.1 The Contractor shall provide the Center Director, Deputy Center Director, and Associate Directors with articulate, inspiring, and accurate speeches and speech materials that are consistent with NASA and Marshall messages and strategic objectives. The Contractor shall coordinate speechwriting actions so that one or more speeches can be in production simultaneously.

7.5.2 The Contractor shall coach the Center Director, Deputy Center Director, and Associate Directors in proper and effective speaking, diction, and non-verbal cues.

7.5.3 The Contractor shall critique speeches from the Center Director, Deputy Center Director, and Associate Directors providing timely written and verbal feedback.

7.5.4 The Contractor shall support event planning that involves the Center Director, Deputy Center Director, and Associate Directors.

7.5.5 The Contractor shall develop and maintain electronic speech inserts and subject modules that can be easily incorporated into speeches written or presented by other Marshall managers. The Contractor shall provide electronic files of inserts suitable for printing and distributing to MSFC managers and employees.

7.5.6 The Contractor shall coordinate within CaER, the Center's graphics departments, Marshall Programs and Projects, and other sources for appropriate, accurate, and consistent audiovisual materials for speeches and testimony.

7.5.7 The Contractor shall ensure NASA's strategic messages are integrated into all speech products. The Contractor shall ensure all messages are consistent with MSFC's values.

7.5.8 The Contractor shall coordinate closely within Marshall to integrate into speeches the tactical and strategic technology and science milestones of the Space Transportation, Science, Engineering, Flight Projects, and Space Shuttle Directorates.

7.5.9 The Contractor shall integrate messages about the Center institutional, community, and employee issues.

7.6 Web Support

7.6.1 The Contractor shall assist in maintaining databases of information supporting the IR&C programs at Marshall. These may include data base requirements from the NASA Headquarters Code C and Code Z databases.

7.6.2 The Contractor shall work with the television production staff and other sources to incorporate appropriate supporting visuals and commentary into video and audio clips for inclusion in the web site.

7.6.3 The Contractor shall research, develop and implement strategies for using emerging technologies, including Internet, to more efficiently and rapidly deliver IR&C products in a manner compatible with the Center's needs, requirements, and capabilities to increase coverage of MSFC programs and activities on the IR&C Internet and intranet.

7.6.4 For each work day of the year the Contractor shall support IR&C's Inside Marshall, Marshall Home, Marshall History, and Marshall portion of the Human Exploration and Development of Space (HEDS) web sites and associated web sub-pages by:

7.6.4.1 Routinely reviewing all links on or from the current MSFC home page for appropriateness and currency.

7.6.4.2 Posting headline(s) to the Inside Marshall Internet site.

7.6.4.3 Ensuring all publications are available in HTML, PDF and/or PostScript versions. Ensure that the PostScript versions of all publications can be downloaded at other NASA Centers and printed in their entirety.

7.6.4.4 Researching the web for stories relevant to Marshall.

7.6.4.5 Meeting with other MSFC web site curators including the MSFC systems curator responsible for the MSFC Home

Page server, to ensure inter-connectivity and consistency between the IR&C page and other MSFC pages and web sites.

7.6.4.6 Working with HQ, JSC, and KSC Internal Relations page curators, as well as curators from the other NASA centers, to ensure they know about MSFC's IR&C and Home web site and ensure that MSFC links from these home pages are accurate, appropriate, and adequately highlighted.

7.6.4.7 Providing art direction and keeping content layout and presentation current, consistent, and fresh. This includes researching and monitoring web issues for changes in technologies and procedures and recommending design, hardware, software, and other improvements to the customer.

8.0 GOVERNMENT and COMMUNITY RELATIONS SUPPORT

The Contractor shall provide support for Government and Community Relations in responding to written, telephone, and e-mail inquiries. The Contractor shall support the VIP Program through the assembly of packages and folders, and support the MSFC speaker's bureau.

8.1 Public Inquiries

8.1.1 The Contractor shall provide in-depth responses to complex and general public inquiries requests on all NASA programs, and current MSFC programs in particular. Prioritizing responses, and providing stock answers when available or referring calls to appropriate experts as necessary and prudent. These requests will include written, electronic, walk-in, and telephone requests.

8.1.2 The Contractor shall operate and manage the inventory control of publications utilized for responding to inquiries. Maintaining a data base inventory that shows distribution of all publications, keeping track of requester and quantity received.

8.1.3 The Contractor shall create publications used in the public inquiries program.

8.1.4 The Contractor shall prepare written correspondence for official signature, addressed to elected officials, community leaders, and Government and civic officials.

8.1.5 The Contractor shall maintain a log of all requests (telephone, walk-in, mail, and e-mail categories) including the number of requests, quantity, and type of material provided.

8.1.6 The Contractor shall provide bulk quantities of publications from on-hand inventories as requested. As approved

by the Publication Technical Monitor, collate publications into VIP and visitor folders for special events.

8.1.7 The Contractor shall manage self-service publication racks in building 4203 for walk-in public inquiries, educational requests, Tech Transfer publications, media products, and other CaER publications and products for the public.

8.1.8 The Contractor shall develop, maintain, and update a database of stock responses to the most frequently asked questions (FAQ). Post and keep current this information in a FAQ file on the MSFC Home Page.

8.1.9 The Contractor shall warehouse, stock, and deliver to distribution sites a consolidated inventory of publications for Marshall's government, community, education, protocol, media, exhibits, employee relations, and technology transfer functions.

8.1.10 The Contractor shall manage a consolidated inventory tracking and reporting capability on the Education Computer Aided Tracking System (EDCATS) database (Shared activity with Education Programs, reference section 9.2.3) for the self-service operation mentioned above.

8.1.11 The Contractor shall store and manage for current and future reference in the appropriate medium (hard copy or electronic), reference documents and publications such as fact sheets, news references, press kits for each Shuttle mission, penny folders, information summaries, educational publications, brochures, mission summaries, biographies on senior MSFC managers and others, standardized responses to inquiries, and audiovisual resources such as still photos.

8.2 Speakers Bureau/Community Outreach

8.2.1 The Contractor shall be responsible for conducting the Center's Annual Von Braun Forum. This includes coordinating support from organizations around Marshall and the Agency.

8.2.2 The Contractor shall support the Center's Speakers Bureau Program. Research, monitor and analyze regional outreach objectives. Identify those with the greatest potential as speaking engagements and recommend the most appropriate speaker, topic, message and products for the event. Identify speech points of contacts, event background information, past participation, and audience demographics. Advance speaker trips by coordinating the topics, talent, products, presentation support, event-unique special events or requirements, products, media awareness, transportation, host responsibilities and other logistical details. Evaluate speakers and provide feedback to the Government and Community Relations Office.

8.2.3 The Contractor shall identify, research, and oversee the development of a variety of written and audiovisual public affairs products to support an integrated, regional outreach program to community leaders, news media, community service organizations, businesses, and local and regional governments.

8.2.4 The Contractor shall support public events and receptions at which Marshall hosts representatives from the community, such as the annual Chamber of Commerce breakfast and biennial Open House.

8.2.5 The Contractor shall provide data to maintain the Speakers Bureau web page.

8.3 Administrative Services

8.3.1 The Contractor shall manage, for the Center Director, a schedule of appearances and speeches of senior management; receive, evaluate and coordinate requests; make recommendations regarding conflicts in requirements; and identify requirements for speechwriting, exhibits, audiovisual, and other support.

8.3.2 The Contractor shall create and maintain a database of elected officials, community leaders, Government and civic officials. The Contractor shall create and maintain mailing lists from the established database as directed.

9.0 EDUCATION PROGRAMS SUPPORT

This will include all support to MSFC Education Programs Department, including the operation of MSFC's Educator Resource Center, which is located on the campus of the U.S. Space and Rocket Center in Huntsville, Alabama. This will also include the management of the university affairs effort and outreach activities within the MSFC service area, which includes the states of Alabama, Arkansas, Tennessee, Louisiana, Missouri, and Iowa.

9.1 Educator Resource Center

9.1.1 The Contractor shall operate the MSFC Educator Resource Center (ERC), located off-site at the U.S. Space and Rocket Center, to provide educators access to NASA information on state-of-the-art instructional technologies, expertise, and facilities that enhance the teaching of math, science, and technology education at all levels.

9.1.2 The Contractor shall respond to customer requests within 3 working days. The current hours of the ERC are 9 a.m. to 5 p.m., Monday through Friday and 2 to 4 p.m. on the

first and third Saturdays. These hours may be subject to change, depending on NASA and customer needs.

9.1.3 The Contractor shall manage the day-to-day activities of the ERC to include, but not limited to, walk-in, telephone, mail and e-mail customers. The support for the ERC includes responding to telephone requests, letter requests, e-mail messages, and walk-ins. ERC personnel shall conduct workshops, duplicate videos, and distribute publications.

9.1.4 The Contractor shall set up and conduct seminars, symposia, and workshops for educators designed to expose them to NASA educational materials and specific technology expertise, employing such resources as guest speakers, lecturers, technicians, retirees, area experts, NASA management, industry experts, etc.

9.1.5 The Contractor shall assist customers in copying videos/lesson plans, assist customers with understanding and researching NASA web-based educational materials; maintaining/ordering materials; planning workshops; maintaining presentation of the ERC site; submitting required and ad hoc reports, and maintaining electronic records.

9.1.6 The Contractor shall provide, upon request, educational products through distribution of hardcopy publications or CD-ROM.

9.1.7 The Contractor shall be required, as needed, and within a 3-hour notice, to distribute publications to required sites both on and off Center.

~~9.1.8~~ The Contractor shall maintain the Regional ERC web site that has links to each of the ERC's in the MSFC geographical service area (Alabama, Arkansas, Louisiana, Tennessee, Iowa, and Missouri).

9.2 University Affairs Program

9.2.1 The Contractor shall support CaER's Education Programs Department by identifying shortfalls and matches between MSFC research needs and the skills and abilities available within U.S. higher education. The Contractor shall communicate this information to CaER's Education Programs Department

9.2.2 The Contractor shall identify the research needs of the program offices and departments at Marshall; identify universities with the specific research capabilities to meet Marshall needs; identify "best practices" of university programs throughout NASA and within other organizations in both the public and private sectors as a basis for developing new university programs. These research activities will include establishing contact, gathering documentation and data from them and other

relevant sources, and compiling and communicating the information in an easily digested format.

9.2.3 The Contractor shall assist in maintaining databases of information supporting university programs at MSFC. These include database requirements from the NASA Headquarters Education Division's - Education Computer Aided Tracking System (EDCATS) database, any databases currently under development for MSFC's Education Programs Department and the information obtained from the research activities described above (Shared activity with Government and Community Relations, reference section 8.1.10).

9.3 Program Support

9.3.1 The Contractor shall provide coordination and logistics support for events as specified in section 5.3 of this PWS.

9.3.2 The Contractor shall assist in outreach activities and informing the public about Center education programs at Marshall and throughout NASA. These activities include assisting in designing and manning exhibits, designing brochures, and recommending other products for informing the public.

9.3.3 The Contractor shall, as requested by the Government, provide input to the Education Computer Aided Tracking System (EDCATS), Education Programs Department weekly notes, Education Programs Department Database (EPDD) System or any other reports that will be required.

10.0 MEDIA RELATIONS SERVICES

This effort includes local, regional, and national news media and exhibit outreach activities. Support shall be provided in researching, writing and coordinating news releases and media advisories; arranging and conducting interactive television interviews, and producing news clip packages. Additionally, the contractor shall maintain the web site and sub-sites; plan and coordinate exhibit events, and manage the design, fabrication and operation of Marshall exhibits.

10.1 Web Support

10.1.1 For each workday of the year, the Contractor shall keep the News Room web site content, layout and presentation current, consistent, and fresh. This includes several program media and exhibit sub-sites.

10.1.2 The Contractor shall routinely review all News Room links on, to, or from the current MSFC home page for appropriateness and currency.

10.1.3 The Contractor shall identify and implement ideas to engage the media in MSFC space activities through links to live mission and educational activities, electronic inquiries, and other opportunities that help communicate Marshall messages and objectives.

10.1.4 When deemed appropriate by the Media Relations customer, the Contractor shall post Marshall News Room headline(s) to the Inside Marshall Internet site.

10.1.5 The Contractor shall ensure all Media Relations publications are available to the media in HTML, PDF, and/or PostScript versions; ensure that the PostScript versions of all media publications can be downloaded at other NASA Centers and printed in their entirety.

10.1.6 The Contractor shall meet with other Marshall web site personnel, including the MSFC systems curator responsible for MSFC Home Page server, to ensure inter-connectivity and consistency between the News Room site and other MSFC home pages and web sites.

10.1.7 The Contractor shall work with NASA Headquarters and other NASA center media page curators to ensure they know about MSFC's media web site, and ensure that MSFC links from their home pages are accurate, appropriate, and adequately highlighted.

10.1.8 The Contractor shall research and monitor web issues for changes in technologies and procedures; recommend design, hardware, software, and other improvements to the Media Relations customer.

10.2 Model, Design, and Exhibit Support

10.2.1 The Contractor shall operate, repair, and maintain exhibits for Institutional and Program customers. Exhibits are both interior and exterior types, ranging from small models to large theme exhibits. Interior exhibits include a large quantity of models and displays of varying sizes and complexity, specialized audio-visual equipment, and an actual lunar rock, which requires special handling. Exterior models

include small and large-scale models, and mobile exhibits that require special transportation arrangements. All activity will be conducted in accordance with MPG 1380.2, "Center Public Exhibits Guidance and Process."

10.2.2 The Contractor shall maintain an in-house design and maintenance capability for timely, minor updates and changes to existing exhibits, displays, layout for media and public exhibit information materials.

10.2.3 The Contractor shall prepare and coordinate new exhibit and display designs with a total value under \$25,000 considering such things as aesthetics, costs, industry standards, efficient and cost-effective operations, audiences, and Agency themes and messages.

10.2.4 The Contractor shall incorporate visual, audio, and hands-on materials and effects (i.e., space hardware, scale models, computer programs, live demonstrations, hands-on displays, photographs, illustrations, transparencies, slides, models, typography, dioramas, video productions, animation, creative lighting, sound effects, music, narration, etc.) into new and/or existing exhibits. These come from various sources including the MSFC/Center Operations Directorate.

10.2.5 The Contractor shall recommend exhibit brochures and other giveaway material (such as pins, buttons, posters or lithographs); occasionally write and update text and graphics, etc., for exhibits.

10.2.6 The Contractor shall coordinate all content for exhibit publications through the appropriate media or subject specialist.

10.2.7 The Contractor shall ensure exhibits are designed to maximize efficient maintenance, shipping, setup, teardown, and storage.

10.2.8 The Contractor shall produce or purchase limited graphics, special Center mementos for official Center presentations, or mounted, matted, and/or framed photographs.

10.2.9 The Contractor shall inform the Marshall exhibits coordinator when exhibit updates and changes are needed and recommend when decommissioning is required.

10.2.10 The Contractor shall maintain in good repair the graphics, models and hardware assigned to the contract on display in the "Heritage Gallery," building 4200 Lobby, and the U.S. Space and Rocket Center.

10.2.11 The Contractor shall be responsible for simultaneously operating on-site and traveling exhibit programs for CaER customers. Research and recommend appropriate

opportunities; coordinate and prepare exhibits for shipping; assemble and disassemble exhibit items locally, nationally, and occasionally internationally; minor at-site repair of exhibit hardware; coordinate staffing; organize and implement special activities that support exhibits (for example, talk show appearances, media interviews and editorial boards, school visits, special tours, demonstrations, lectures, docent training, etc.); plan, prepare and distribute publicity products to support follow-up activities after exhibit events.

10.2.12 The Contractor shall plan and operate simultaneously at least four major and three minor traveling exhibit programs. Requirements include:

10.2.12.1 Provide complete event cost estimates (travel, per diem, drayage, booth space, etc.), audience evaluations, attendance estimates and proposals of special events to COTR prior to any exhibit commitment.

10.2.12.2 Arrange for booth space, electricity, carpet and other logistical details associated with exhibiting hardware, including pre-payments when necessary.

10.2.12.3 Prepare correspondence to transmit approvals/disapprovals, loan agreements, shipping documents and other information to sponsors and requesters of NASA exhibits.

10.2.12.4 Develop and maintain exhibit files.

10.2.12.5 For major events, provide after-action reports, including newspaper clips and other media coverage.

10.2.12.6 Research, compile, propose, coordinate, and update exhibit schedules for the current and following year.

10.2.12.7 Provide demonstrator/educator(s) to plan and staff exhibits, interact with the public, be responsible for the exhibit, and otherwise serve as a NASA representative at an event. Demonstrator/educator(s) will be required to present lectures and demonstrations to general and technical publics and schools both at the exhibit and at other locations. They will prepare and execute lesson plans and take graduate-level science and technical information and appropriately present it at levels that can be readily understood by people of different ages, backgrounds, and education levels.

10.2.12.8 Transport exhibits locally and regionally when transportation is incidental to the operations and staffing of the exhibit.

10.3 Media Support

10.3.1 Using news and feature writing skills, public affairs judgment, knowledge of journalistic and photo-

journalistic style, news media requirements, public affairs policies, and mission and program requirements, the contractor shall research, monitor, and analyze Marshall Center programs, projects, and institutional activities; identify those with the greatest potential for media appeal; and recommend, develop, produce, and distribute the most appropriate media product or suite of products for treating those topics.

10.3.2 The Contractor shall plan, recommend, research, schedule, assign, and/or supervise the preparation of art and photos; coordinate, write, update, edit and proofread text; prepare media products for printing or electronic posting; and provide other non-technical writing tasks as needed.

10.3.3 The Contractor shall plan, develop, and oversee the creation of photo releases, video files, graphics and other illustrations as necessary to accompany media products.

10.3.4 The Contractor shall research and develop resource material; participate in necessary training; and during Marshall-managed missions, write, coordinate, and issue written and audio status reports for the news media and mission management on research activities, progress, and accomplishments.

10.3.5 The Contractor shall provide clear and articulate payload mission commentary using knowledge of public affairs policies and sound public affairs judgment, an understanding of broadcast journalism, as well as radio and television news programming techniques, requirements, and deadlines.

10.3.6 The Contractor shall develop and maintain current media product distribution lists and other media-support products; establish and maintain working relationships with national, regional, local, and specialized media; and actively market media products to these outlets.

10.3.7 The Contractor shall maintain the media electronic archives of media material and products.

10.3.8 The Contractor shall research, develop, and implement strategies for using emerging technologies, including Internet, to more efficiently and rapidly deliver media products in a manner compatible with the media's needs, requirements, and capabilities to increase coverage of MSFC programs and activities.

10.3.9 The Contractor shall identify discussion topics, b-roll, and individuals for live interviews on space-related topics to be conducted via satellite with television news stations and networks nationally and work with television staff to implement.

10.3.10 For every work day of the year, the Contractor shall gather Marshall Center related news clips from newspapers, magazines, clip services, internet, and other sources and combine them along with other media data (such as TV interviews, news releases issued, etc.) into daily packages provided to senior Marshall managers and other personnel.

10.3.11 On a quarterly basis, the Contractor shall research, compile, create and distribute special media relations and exhibits metrics reports.

11.0 INDEFINITE DELIVERY/INDEFINITE QUANTITY (IDIQ)

These tasks will be as required to execute new exhibits, new models, new design projects, and major new initiatives of the CaER Support Directorate. Each IDIQ task will be funded separately and the Contractor will estimate costs and track and report progress on an individual task order basis. The number of IDIQ tasks will vary year-to-year. Task Orders shall be issued for all work with an estimated value of \$25,000 or greater in PWS 11.0. Task Orders will be submitted by the COTR and approved by the Contracting Officer. An overview of the IDIQ task order process is provided at J-9.

NO.
922

DATA PROCUREMENT DOC.
ISSUE
FINAL RFP

RFP# 8-1-1-CD-D1548

CONTRACT/RFP

N/A

EXHIBIT NUMBER

J-2

ATTACHMENT NUMBER

**Customer and Employee Relations (CaER)
Directorate Support Services**

PROJECT/SYSTEM

DATA PROCUREMENT DOCUMENT

TBD

CONTRACTOR

August 8, 2001

DATE

National Aeronautics and
Space Administration

MSFC - Form 3461 (Rev September 1989)

National Aeronautics and Space Administration			DATA PROCUREMENT DOC.		
PAGE REVISION LOG			NO. ISSUE		
			922 Final RFP		
NOTE: The current revision is denoted by a vertical line in the outer margin adjacent to the affected text.		AS OF:		SUPERSEDING: PAGE:	
INSERT LATEST REVISED PAGES. DISCARD SUPERSEDED PAGES.					
ITEM	PAGE	STATUS	ITEM	PAGE	STATUS

MSFC - Form 3461-2 (Rev August 1970)

1.0 INTRODUCTION

1.1 Scope: Subject to the Rights in Data clause, this Data Procurement Document (DPD) sets forth the data requirements in each Data Requirements Description (DRD) and shall govern that data required by the DPD for the contract. The contractor shall furnish data defined by the DRD's listed on the Data Requirements List (DRL) by category of data, attached hereto, and made a part of this DPD. Such data shall be prepared, maintained, and delivered to MSFC in accordance with the requirements set forth within this DPD. In cases where data requirements are covered by a Federal Acquisition Regulation (FAR) or NASA FAR Supplement (NFS) regulation or clause, the regulation will take precedence over the DPD, per FAR 52.215-8.

1.2 DPD Description: This DPD consists of a Document Change Log, a Page Revision Log, a Table of Contents, an Introduction, a Statement of General Requirements, DPD maintenance procedures, a DRL, and the DRD's.

1.2.1 General Requirements: The general requirements, as specified in paragraph 2.0 of this DPD, prescribe those requirements applicable to the preparation, maintenance, and delivery of data that are better defined in aggregate than in the individual DRD's.

1.2.2 Data Requirements List (DRL): Throughout the performance of the contract, the DRL provides a listing by data category of the data requirements of the DPD.

1.2.3 Data Requirements Descriptions (DRD's)

1.2.3.1 Each data requirement listed on the DRL is given complete definition by a DRD. The DRD prescribes content, format, maintenance instructions, and submittal requirements.

1.2.3.2 For the purpose of classification and control, DRD's of this DPD are grouped into the following broad functional data categories:

<u>CATEGORY SYMBOL</u>	<u>DESCRIPTION</u>
CD	Contractual Data
LS	Logistics
MA	Management
SA	Safety

1.2.3.3 The symbols representing these data categories form part of the prefix of the DRD identification number. The first numerical characters reflect the DPD number.

1.2.3.4 To facilitate the usage and maintenance of the DPD, the DRD's have been sectionalized in accordance with the above data categories.

- 1.2.3.5 The DRD's are filed by data category and are in alpha-numeric sequence as listed on the DRL page (or pages) that precedes the DRD's.
- 1.2.4 Document Change Log (DCL) and Page Revision Log (PRL): The Document Change Log chronologically records all revision actions that pertain to the DPD. The Page Revision Log describes the current revision status of each page of the DPD and thus, at all times, provides its exact configuration.
- 1.2.5 DPD Maintenance Procedures: Maintenance procedures define the detailed methods to be employed in maintaining the DPD. Detailed maintenance procedures are specified in paragraph 3.0 of this DPD.
- 1.3 Data Types for Contractual Efforts: The types of data and their contractually applicable requirements for approval and delivery are:

TYPE

DESCRIPTION

- 1 All issues and interim changes to those issues require written approval from the requiring organization before formal release for use or implementation.
- 2 MSFC reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. Data shall be submitted to the procuring activity for review not less than 45 calendar days prior to its release for use or implementation. The contractor shall clearly identify the release target date in the "submitted for review" transmittal. If the contractor has not been notified of any disapproval prior to the release target date, the data shall be considered approved. To be an acceptable delivery, disapproved data shall be revised to remove causes for the disapproval before its release.
- 3 These data shall be delivered by the contractor as required by the contract and do not require MSFC approval. However, to be a satisfactory delivery, the data must satisfy all applicable contractual requirements.
- 4 These data are produced or used during performance of the contract and are retained by the contractor. They shall be delivered when MSFC requests it according to instructions in the request. The contractor shall maintain a list of these data and shall furnish copies of the list to MSFC when requested to do so.
- 5 These data are incidental to contract performance and are retained by the contractor in those cases where contracting parties have agreed that delivery is not required. However, the Contracting Officer or the Contracting Officer's Representative shall have access to and can inspect this data at its location in the contractor's or subcontractor's facilities.

2.0 STATEMENT OF GENERAL REQUIREMENTS

- 2.1 Applicable Documents: Documents included as applicable documents in this DPD are the issue specified in the Statement of Work, and form a part of the DPD to the extent specified herein. References to documents other than applicable documents in the data requirements of this DPD may sometimes be utilized. These do not constitute a contractual obligation on the contractor. They are to be used only as a possible example or to provide related information to assist the contractor in developing a response to that particular data requirement.
- 2.2 Subcontractor Data Requirements
- 2.2.1 The contractor shall specify to subcontractors and vendors, if any, the availability source of all data required for the satisfactory accomplishment of their contracts. The contractor shall validate these requirements for documents when appropriate; where the requirement concerns

other contractor data, the contractor shall provide his subcontractor or vendor with the necessary documents. All such requests shall be accomplished under the auspices of the contractor.

- 2.2.2 Reference to subcontractor data in the contractor's responses is permissible, providing the references are adequate and include such identification elements as title, number, revision, etc., and a copy of the referenced data is supplied with the response document at time of delivery to MSFC.

2.3 Distribution

- 2.3.1 Distribution of required documentation shall be in quantities determined by the Contracting Officer. Recipient names and addresses shall be noted on a separate distribution list to be furnished by the Contracting Officer's letter.

- 2.3.2 Electronic submission of data deliverables is preferred. The preferred formats include Microsoft Word, Excel, PowerPoint, or Adobe Acrobat PDF as appropriate. The software versions shall be confirmed prior to submittals. Marshall Policy Directive (MPD) 2210.1 specifies the requirements for utilizing the Documentation Repository. Electronic data submittals to the Repository shall be coordinated with the Repository. MSFC has the capability of receiving electronic data files for importing into the MSFC Documentation Repository system. Computer-Aided Design (CAD) drawings shall be submitted in the original native vector, Hewlett-Packard Graphic Language (HPGL) and raster image formats.

- 2.4 Printing: All printing, duplicating, or binding shall be in accordance with NFS 1852.208-81, Restrictions on Printing and Duplicating. Printing of formal reports and Type 1 and 2 data in book format shall be in accordance with the following general specifications:

- a. Method of reproduction – offset/xerography.
- b. Finished size – 8 1/2" X 11".
- c. Paper – 20-pound opaque bond.
- d. Cover – Litho cover stock.
- e. Pages will be printed on both sides; blank pages will be avoided when possible.
- f. Oversize pages will be avoided when possible, but if necessary will be folded to 8 1/2" X 11".
- g. Binding shall be the most economical method commensurate with the size of the report and its intended use.

- 2.5 Microfilm: When microfilm of drawings, specifications, and associated lists is required, it shall be 35mm silver halide negative, first generation (Type 1, Class 1) in accordance with ANSI/AIIM MS32-1987 (Micro-recording of Engineering Source Documents on 35mm Microfilm). Input Form DD Form 1562, Dual Purpose Engineering Document Card, shall be used for microfilm purposes. The microfilm shall be submitted in the form of roll microfilm or master microfilm aperture cards. If microfilm rolls are used, they shall not exceed 100 feet in length. Deviations from these requirement shall be approved by the Contracting Officer. All deviations shall be coordinated with the MSFC Micrographics Manager, located in the Documentation Repository.

- 2.6 Contractor's Internal Documents: The contractor's internal documents shall be used to meet the data requirements of this DPD unless a specific format is required by the applicable DRD.

- 2.7 Document Identification: Type 1 and 2 documents published by the contractor and submitted in response to the data requirements of this DPD shall be identified within an organized identification numbering system prescribed to MSFC by the contractor and, if applicable, as approved by MSFC. This number, change legend, date, and title constitute the minimum identification of the specific document and shall appear on the cover and title page. The contract number shall also appear on the cover and title page as separate markings. The originator and organization shall be included on the title page. The document number, change

legend, and date shall appear on each page of the document. In the front matter of each document, identify the DPD number and applicable DRD number(s) required for document preparation. Successive issues or revisions of documents shall be identified in the same manner as the basic issue and shall have appropriate change identification. Drawings and ECP's are excluded from the marking provisions of this paragraph. All Type 1 documentation, excluding configuration management requirements, will be marked "PRELIMINARY PENDING MSFC APPROVAL," and once approved shall be reissued with "APPROVED BY MSFC" and the date and approval authority annotated on the cover.

- 2.8 Reference to Other Documents in Data Submittals: All referenced documents shall be made readily available to the cognizant MSFC organization upon request. The contractor should make sure that the references are available to MSFC in a manner which does not incur delays in the use of the response document.

2.9 Maintenance of Type 1 Document Submittals

- 2.9.1 Revisions of Type 1 documentation may be accomplished either by individual page revision or by a complete reissue of the document identified in accordance with requirements of 2.7 above, with the exception of drawings (which shall be revised in accordance with contract configuration management requirements).

- 2.9.2 Individual page revisions shall be made as deemed necessary by the contractor or as directed by the Contracting Officer.

- 2.9.3 A Type 1 document shall be completely reissued when, in the opinion of the contractor and/or MSFC, the document has been revised to the extent that it is unusable in its present state, or when directed by the Contracting Officer. When complete reissues are made, the entire contents of the document shall be brought up to date and shall incorporate revised pages. All revisions shall be recorded. A revision log shall identify complete reissues except for periodic reports and documents which are complete within themselves as final.

- 2.9.4 Changes of a minor nature to correct obvious typing errors, misspelled words, etc., shall only be made when a technical change is made, unless the accuracy of the document is affected.

- 2.9.5 All revised pages shall be identified by a revision symbol and a new date. Each document shall contain a log of revised pages that will identify the revision status of each page with the revision symbol. This list shall follow the table of contents in each document. The line or lines revised on a given page shall be designated by the use of vertical line in the margin of the page, and the change authority shall be indicated adjacent to the change.

- 2.9.6 Contractor Type 1 documents shall not be submitted containing pen and ink markups which correct, add to, or change the text, unless schedule problems exist and approval is obtained in writing from the Contracting Officer. Such markups, however, shall not exceed 20 percent of the page content and shall be acceptable provided that the reproduced copies are legible. In addition, hand-drawn schematics, block diagrams, data curves, and similar charts may be used in original reports in lieu of formally prepared art work, as long as legibility of copies is not impaired. Acceptability will be determined by the Contracting Officer.

3.0 DPD MAINTENANCE PROCEDURES

- 3.1 MSFC-Initiated Change: New and/or revised data requirements will be incorporated by contract modification to which the new or revised portion of the DPD will be appended. The contractor shall notify the Contracting Officer in the event a deliverable data requirement is imposed and is not covered by a DRD, or when a DRD is changed by a contract modification and for which no revision to DPD is appended. In such cases, the contractor shall submit the requested changes to MSFC for approval. See paragraph 3.3.1 for change procedures.

- 3.2 Contractor-Initiated Change: Contractor-proposed data requirements, or proposed changes to existing requirements shall be submitted to MSFC for approval.
- 3.3 DPD Change Procedures
- 3.3.1 Changes to a contractual issue of this DPD will be identified by MSFC on the Document Change Log and Page Revision Log. The actual revised material on the DPD page will be identified by placing a heavy vertical line in the right-hand margin extending the entire length of the change. In addition, the numerical control number of the contractual direction authorizing the change shall be placed adjacent to the vertical revision line. These revision identifiers shall be used to reflect the current revision only; any previous symbols on a page will be deleted by the current revision.
- 3.3.2 The date of the contractual direction paper, e.g., Change Order, Supplemental Agreement, or Contracting Officer's letter shall be entered under the "Status " column of the Page Revision Log adjacent to the affected page or DRD number, and in the "as of" block. The date that was in the "as of" block will be entered in the "Superseding" block.
- 3.3.3 The Document Change Log entitled "Incorporated Revisions" will be changed to indicate the number, portions affected, and associated Supplemental Agreement number, if applicable.
- 3.3.4 The Document Change Log entitled "Outstanding Revisions" is changed periodically to indicate outstanding Change Orders and Contracting Officer notification letters.
- 3.4 DPD Reissues
- 3.4.1 When conditions warrant, the DPD will be reissued by MSFC and will supersede the existing DPD in its entirety. Reissues will be issued by contractual direction.
- 3.4.2 All revision symbols (vertical lines and contractual direction control numbers) will be removed from all pages; revision dates shall remain in the Date Revised block on DRD's that have been revised. The issue symbol, which will commence with "A" and progress through "Z," will be entered in the DPD identification block of each DRD page of the DPD.
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Customer and Employee Relations (CaER) Directorate Support Services
Data Requirements List

<u>DRD</u>	<u>DATA TYPE</u>	<u>TITLE</u>	<u>OPR</u>
CD - Contractual Data			
922CD-001	3	On-site Employee Location Listing	PS20
922CD-002	2	Security Plans for Major Applications and General Support Systems	AD33
LS - Logistics Support			
922LS-001	2	Government Property Management Plan	AD41
MA - Management			
922MA-001	1	Management Plan	CD02
922MA-002	3	Progress Reports	CD02
922MA-003	3	Financial Management Report (533M)	RS40
SA - Safety			
922SA-001	2	On-site Safety and Health Plan	AD02/ QS30/AD10
922SA-002	3	Mishap and Safety Statistics Reports	QS30

DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 922 ISSUE: Final RFP
2. DRD NO.: **922CD-001**
3. DATA TYPE: 3
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: On-Site Employee Location Listing
7. DESCRIPTION/USE: To assist NASA in conducting contractor floor checks.
8. OPR: PS20 9. DM: CD01
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: Fifteenth of month following first month of operation after Authority to Proceed (ATP)
12. SUBMISSION FREQUENCY: Update quarterly. If deemed necessary by the Contracting Officer, the contractor shall submit the list at times other than stated.
13. REMARKS: Reference is made to FAR 52.215-2, *Federal Acquisition Regulation* Clause: Audit - Negotiation.
14. INTERRELATIONSHIP: PWS Paragraph 2.1.5
15. DATA PREPARATION INFORMATION:
 - 15.1 SCOPE: The On-Site Employee Location Listing shall provide NASA with a list of all on-site contractor employees working under this contract and their designated locations.
 - 15.2 APPLICABLE DOCUMENTS: None
 - 15.3 CONTENTS: The list shall include the following information for each employee: employee's name, position, location (building/room number), shift assignment, supervisor's name, and supervisor's location (building/room number).
 - 15.4 FORMAT: Contractor format is acceptable.
 - 15.5 MAINTENANCE: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 922 ISSUE: Final RFP
2. DRD NO.: **922CD-002**
3. DATA TYPE: 2
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: Security Plans for Major Applications and General Support Systems
7. DESCRIPTION/USE: To document risk assessment and safeguards for each Federal major application and general support system.
8. OPR: AD33 9. DM: CD01
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: 45 days after contract award
12. SUBMISSION FREQUENCY: Revise as required by MPG 2810.1
13. REMARKS:
14. INTERRELATIONSHIP: PWS Paragraph 2.4
15. DATA PREPARATION INFORMATION:
- 15.1 **SCOPE:** A security plan shall be prepared for each Federal major application and general support system utilized in the performance of the contract by contractor and subcontractor personnel. Each security plan will be based on an assessment of risks and document the safeguards necessary to ensure sufficient availability, integrity, and confidentiality.
- 15.2 **APPLICABLE DOCUMENTS:**
MPG 2810.1 *Security of Information Technology*
- 15.3 **CONTENTS:** Plan contents are defined in MPG 2810.1.
- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 922 **ISSUE:** Final RFP
2. **DRD NO.:** 922LS-001
3. **DATA TYPE:** 2
4. **DATE REVISED:**
5. **PAGE:** 1/1
6. **TITLE:** Government Property Management Plan
7. **DESCRIPTION/USE:** To describe the method of controlling and managing Government property.
8. **OPR:** AD41 9. **DM:** CD02
10. **DISTRIBUTION:** Cognizant property administrator
11. **INITIAL SUBMISSION:** Preliminary three months after Authority To Proceed (ATP)
12. **SUBMISSION FREQUENCY:** Final one year after ATP, revise as required
13. **REMARKS:** This document shall be the official contract requirements document for the control and identification of all Government property.
14. **INTERRELATIONSHIP:** PWS Paragraph 2.1.3
15. **DATA PREPARATION INFORMATION:**
 - 15.1 **SCOPE:** The Government Property Management Plan defines the contractor's methods of care, accounting, and control of Government property.
 - 15.2 **APPLICABLE DOCUMENTS**

FAR	<i>Federal Acquisition Regulation, Part 45</i>
NPG 5100.4B	<i>Federal Acquisition Regulation Supplement, (NASA/FAR Supplement) Part 18-45 and latest revisions thereto</i>
 - 15.3 **CONTENTS:** This plan shall satisfy the requirements of the documents listed in 15.2, and the contract. This plan shall consist of those procedures which constitute the contractor's property management system and shall include the following categories:

a. Property management.	i. Reports.
b. Acquisition.	j. Consumption.
c. Receiving.	k. Utilization.
d. Identification.	l. Maintenance.
e. Records.	m. Subcontractor control.
f. Movement.	n. Disposition.
g. Storage.	o. Contract close-out.
h. Physical inventories.	
 - 15.4 **FORMAT:** Contractor format is acceptable.
 - 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 922 ISSUE: Final RFP
2. DRD NO.: **922MA-001**
3. DATA TYPE: 1
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: Management Plan
7. DESCRIPTION/USE: To provide a description of the Contractor's management system, organization and provide insight for accomplishing the requirements set forth in the contract.
8. OPR: CD02 9. DM: CD02
10. DISTRIBUTION: Per Contracting Officer's Letter
11. INITIAL SUBMISSION: 30 days after Authority to Proceed (ATP)
12. SUBMISSION FREQUENCY: Revise as required
13. REMARKS:
14. INTERRELATIONSHIP: PWS Paragraph 2.1.2
15. DATA PREPARATION INFORMATION:
 - 15.1 **SCOPE:** The Management Plan shall describe the Contractor's concept plans, practice, and approach for accomplishing the requirements set forth in the contract, i.e., managing and controlling project tasks, experimental work, management interfaces, and staffing. The plan shall be in such detail as necessary to convey the Contractor's internal procedures.
 - 15.2 **APPLICABLE DOCUMENTS:** None
 - 15.3 **CONTENTS:**
 - a. The plan shall include a detailed description by which the Contractor proposes to accomplish each task down to the Level III WBS task level.
 - b. The plan shall also include a description of management concepts, plans, project management and task/control systems, organizational approach, and communication channels between the Contractor and the Government. This shall include descriptions, flow charts, schedules, and other documentation necessary to give a comprehensive plan of organization and accomplishment.
 - c. The plan shall include the Contractor's approach for risk assessment.
 - 15.4 **FORMAT:** Contractor format is acceptable.
 - 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 922 ISSUE: Final RFP
2. DRD NO.: **922MA-002**
3. DATA TYPE: 3
4. DATE REVISED:
5. PAGE: 1/2
6. TITLE: Progress Reports
7. DESCRIPTION/USE: To provide data for the assessment of contract progress. To provide visibility to Contractor and MSFC Management of actual and potential problems and progress toward meeting the requirements of the contract.
8. OPR: CD02 9. DM: CD02
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: Quarterly Self-Evaluation: Ten calendar days following the end of the first two months after authorization to proceed (ATP). Monthly Task Order Progress: Ten calendar days following the end of the first month after ATP.
12. SUBMISSION FREQUENCY: Quarterly Self-Evaluation: Bi-monthly for the first six months after ATP and quarterly thereafter. The report shall be submitted ten days following the end of each period. Monthly Task Order Progress: The report shall be submitted ten days following the end of each month.
13. REMARKS:
14. INTERRELATIONSHIP: PWS Paragraph 2.1.6
15. DATA PREPARATION INFORMATION:
 - 15.1 SCOPE: The Progress Report shall provide a comprehensive status on all active tasks and include the necessary information to assess status and identify problems that need resolution for accomplishment of the contract tasks.
 - 15.2 APPLICABLE DOCUMENTS: None
 - 15.3 CONTENTS: As a minimum, the reports shall contain the following information:
 - Quarterly Self Evaluation
 - a. Review of work accomplished, including quantitative description, during the reporting period. The report shall include the Standards of Performance tasks outlined in attachment J-5 and corresponding metrics thereto. The presentation that coincides with the end of a six-month evaluation period, shall include a summary of incentive metrics for the full six-month period (in accordance with attachment J-4).
 - b. Discussion of non-routine tasks for the next reporting period.
 - c. Indications of any problems, which may impede performance or impact performance, schedule or cost.
 - d. Man-hours expended in each Level II WBS task, for the current months and cumulative months, showing overtime hours separately.
 - e. Any other information that may assist the technical evaluators in evaluating the technical and administrative program; such as innovative processes, cost-reduction initiatives, etc.
 - f. Total dollars costed by customer in current fiscal year (FY) and reported by Seven Digit Unique Project Number (UPN) or its equivalent:
 1. Mission (including overtime)
 2. IDIQ
 - g. Estimated (anticipated) dollars needed through current FY:
 1. Mission
 2. IDIQ

DRD Continuation Sheet

TITLE: Progress Reports

DRD NO.: 922MA-002

DATA TYPE: 3

PAGE: 2/2

15. DATA PREPARATION INFORMATION (CONTINUED):

15.3 CONTENTS (CONTINUED):

The Contractor shall provide minutes for each of the reviews that include copies of all presentation charts (including back-up charts). Minutes shall be signed by the Contractor and MSFC.

Monthly Task Order Progress

- a. Contract number, task order number, and date of the order.
- b. Task ceiling price.
- c. Cost and hours incurred, for the month and cumulative, to date for each issued task.
- d. Significant issues/problems and corrective action associated with a task.
- e. Cost and hours summary of the status of all tasks issued under the contract.
- f. Accounting and Appropriation Data (cost and hours) reported to the Seven Digit Unique Project Number (UPN) or its equivalent.
- g. Supporting data down to WBS Level II.

15.4 FORMAT:

Quarterly Self Evaluation

- a. The Progress Report shall be in presentation chart format.
- b. Submittal shall be standard hard copy as the presentation, electronic submission or other media as directed by the Contracting Officer.

Monthly Task Order Progress

Contractor format is acceptable.

15.5 MAINTENANCE: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-----------------|------------------|-----------------------|
| 1. DPD NO.: 922 | ISSUE: Final RFP | 2. DRD NO.: 922MA-003 |
| 3. DATA TYPE: 3 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/1 |

6. TITLE: Financial Management Report (533M)

7. DESCRIPTION/USE: To provide monthly financial reports for monitoring program costs. The 533 reports are the official cost documents used at NASA for cost type, price redetermination, and fixed price incentive contracts.

8. OPR: RS40 9. DM: CD02

10. DISTRIBUTION: Per Contracting Officer's letter

11. INITIAL SUBMISSION: Within 30 days after the incurrence of cost

12. SUBMISSION FREQUENCY: No later than 10 working days following the end of the contractor's accounting month

13. REMARKS:

14. INTERRELATIONSHIP: PWS Paragraph 2.2.

15. DATA PREPARATION INFORMATION:

15.1 SCOPE: The Financial Management Report provides data on accumulated costs and funding projections for management of the contract.

15.2 APPLICABLE DOCUMENTS

NFS 1852.242-73	NASA Contractor Financial Management Reporting, (July 1997)
NPG 9501.2	NASA Contractor Financial Management Reporting

15.3 CONTENTS: The elements of cost for financial reporting shall be mutually agreed by the contractor and NASA project office and cover labor hours by function, direct labor cost, materials, subcontracts, interdivisional work, other direct rates, overhead by pool, fringe, G&A, and fee. Changes or additions to elements of cost shall be by mutual agreement between the contractor and the NASA project manager. The data contained in the reports must be auditable using Generally Accepted Accounting Principles. The 533M Report shall include actuals and projections at the total contract level. A summary page at the contract level shall be included reflecting the cumulative since inception cost for the contract.

15.4 FORMAT: The NASA Form 533M shall be prepared per NPG 9501.2 and NFS 1852.242-73. Contractor format is acceptable provided all necessary requirements are met. Electronic submission of contractor data is strongly encouraged.

15.5 MAINTENANCE: None required.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 922 ISSUE: Final RFP
2. DRD NO.: **922SA-001**
3. DATA TYPE: 2
4. DATE REVISED:
5. PAGE: 1/3
6. TITLE: On-site Safety and Health Plan
7. DESCRIPTION/USE: To provide the contractor and the Government a baseline document for planning, management, control, and implementation of the contractor's industrial/occupational safety, health, and environmental program.
8. OPR: AD02/QS30/AD10 9. DM: CD02
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: Preliminary with proposal
12. SUBMISSION FREQUENCY: Ten days after Authority to Proceed (ATP); update as required
13. REMARKS:
14. INTERRELATIONSHIP: PWS Paragraph 2.3.1; NFS 1852.223-70, *Safety and Health*; FAR 52.223-3, *Hazardous Material Identification and Material Safety Data*; FAR 52.223-5, *Pollution Prevention and Right-to-Know Information*; FAR 52.223-9, *Certification and Estimate of Percentage of Recovered Material Content for EPA Designated Items*; FAR 52.223-10, *Waste Reduction Program*; FAR 52.223-11, *Ozone Depleting Substances*; FAR 52.223-13, *Certification of Toxic Chemical Release Reporting*; and FAR 52.223-14, *Toxic Chemical Release Reporting*
15. DATA PREPARATION INFORMATION:
- 15.1 SCOPE: The On-site Safety and Health Plan describes the contractor's method of implementing occupational safety, health, and environmental standards over the duration of the contract.
- 15.2 APPLICABLE DOCUMENTS: Implementation of the following Occupational Safety and Health Standards and applicable requirements shall be specified in the plan.

29 CFR 1910	<i>Department of Labor; Occupational Safety and Health Administration Standards for General Industry</i>
29 CFR 1926	<i>Department of Labor; Occupational Safety and Health Administration Standards for Construction Industry (if applicable to scope of this contract)</i>
40 CFR	<i>Protection of the Environment</i>
ANSI Standards applicable to the scope of this contract	
<i>ASME Boiler and Pressure Vessel Code</i>	
MPG 8870.1	<i>MSFC Environmental Management Program</i>
MPG 1040.3	<i>MSFC Emergency Plan</i>
MPG 1840.3	<i>MSFC Hazardous Chemicals in Laboratories Protection Program</i>
MPG 1840.1	<i>MSFC Confined Space Entries</i>
MPD 1860.2	<i>Radiation Safety Program</i>
MPG 1810.1	<i>MSFC Occupational Medicine</i>
MPD 1840.3	<i>MSFC Respiratory Protection Program</i>
MPD 1840.2	<i>MSFC Hearing Conservation Program</i>
MPD 1840.1	<i>MSFC Environmental Health Program</i>
MPG 1840.2	<i>MSFC Hazard Communication Program</i>
MPD 1860.1	<i>Laser Safety</i>
MPG 1800.1	<i>Bloodborne Pathogens</i>

DRD Continuation Sheet

TITLE: On-site Safety and Health Plan

DRD NO.: 922SA-001

DATA TYPE: 2

PAGE: 2/3

15. **DATA PREPARATION INFORMATION (CONTINUED):**

MPG 8715.1	<i>Marshall Safety, Health and Environmental (SHE) Program</i>
MPD 8900.1	<i>Medical Operations Responsibilities for Human Space Flight Programs</i> (NOTE: This document only applies to Space Station contracts)
NFPA Standards	<i>National Fire Codes</i>
NPG 8715.3	<i>NASA Safety Manual</i>
NASA-STD-8719.11	<i>Safety Standard for Fire Protection</i>

15.3 **CONTENTS:** The plan shall describe the manner in which the contractor shall implement the intent of the requirements of the applicable documents as they pertain to the specific performance work statement tasks to be performed. The plan shall define the safety, health, and environmental program, objectives and goals, management structure, and detailed description of the total safety program including responsibilities, procedures, reporting, training, compliance methodologies, and interface and coordination activities. The On-site Safety and Health Plan shall include:

- a. Statement of management policy, commitment, and accountability to provide for the safety and health of personnel (i.e., employees, customers, and public) and property and compliance with EPA, OSHA and NASA requirements.
- b. Provision for top-level management monthly safety and health committee meetings.
- c. Descriptions of safety and health awareness and motivation programs, including documented safety meeting requirements, and documented safety awareness training for employees.
- d. Methods of hazard identification and control, e.g., hazard analysis and risk assessment.
- e. Methods to include clear statements of hazardous situations and necessary cautions in appropriate detail plans, procedures, and other working documents.
- f. Means for training each CaER Support Services contractor employee to recognize hazards and avoid accidents, and assuring each employee has a clear understanding of the disciplinary program.
- g. Provisions for training and certification of CaER Support Services contractor personnel performing potentially hazardous operations. Job categories under the contracted effort that require certification shall be identified.
- h. Descriptions of OSHA programs that require documented plans (e.g., Personnel Protective Equipment (PPE), Confined Space, and Lockout/Tagout, etc. Include the interrelationships with the MSFC plans.) (Note: only programs applicable to the contract need to be addressed.)
- i. Controls over the procurement, storage, issuance, and use of hazardous substances and procedures for recycling and disposal of hazardous waste.
- j. Method of ensuring a documented emergency management program. Include a list of emergency points of contract. (Note: on-site contractors may use MPG 1040.3.)
- k. Method of reporting and investigating all mishaps and close calls, including an outline of reporting requirements and a description of how root cause analysis is to be accomplished.
- l. Provisions for safety, health, and environmental services such as hazardous waste disposal, industrial hygiene monitoring, emergency medical support, hearing conservation program, and hazard communication.
- m. Requirements for formal safety inspections and correction of deficiencies.
- n. Requirements for documented safety visits (e.g., one per month per supervisor).
- o. Means of program evaluation, identifying duties, methods and frequency for internal evaluation of the safety and health program, and identification of personnel who perform evaluations and to whom evaluations are reported and who approves corrective action.
- p. Schedules of the frequency and documentation requirements for inspections, plan and procedure reviews, and certifications.

DRD Continuation Sheet

TITLE: On-site Safety and Health Plan

DRD NO.: 922SA-001

DATA TYPE: 2

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15. **DATA PREPARATION INFORMATION (CONTINUED):**

- q. Provision for suspending work where safety or environmental conditions warrant such action.
- r. Flowdown of safety responsibilities between appropriate tiers (i.e., subcontractors).
- s. Identification of employees (by type, classification, and qualification) responsible for the implementation of the above elements.
- t. Provisions for compliance with environmental laws and regulations by: reporting hazardous and toxic substance use; implementing green procurements; reducing, reusing, and recycling of hazardous and toxic substances prior to disposal; minimizing stormwater pollution; ensuring equipment and processes permitted by applicable laws; and disposing of solid and liquid materials as permitted by applicable laws.

15.4 **FORMAT**: Contractor format is acceptable.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 922 **ISSUE:** Final RFP
2. **DRD NO.:** **922SA-002**
3. **DATA TYPE:** 3
4. **DATE REVISED:**
5. **PAGE:** 1/2
6. **TITLE:** Mishap and Safety Statistics Reports
7. **DESCRIPTION/USE:** To provide reporting of mishaps and related information required to produce metrics for MSFC.
8. **OPR:** QS30 9. **DM:** CD02
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:**
 - a. Type A or B mishaps: Initial notification shall be by telephone immediately. MSFC Form 4370 or by telephone (256-544-4357, select "0", and ask the technician to complete the Mishap Flash Report) shall be submitted within 4 hours of knowledge of Type A and B mishaps.
 - b. Type C, Incident, and Close Call mishaps: Initial notification shall be by MSFC Form 4370 or by telephone (256-544-4357, select "0", and ask the technician to complete the Mishap Flash Report) within 4 hours of knowledge of mishaps that have the potential for lost-time; damage exceeding \$25,000; impacting critical project/program schedule; or gaining public attention in accordance with MWI 8621.1.
 - c. A follow-up mishap report shall be submitted using NASA Form 1627 within 10 days of mishap in accordance with MWI 8621.1.
 - d. MSFC Form 4371 listing the baseline information (e.g., contract number, subcontractors, SIC codes, number of employees, number of supervisors, etc.) shall be submitted by the 10th of each month following contract award.
 - e. Mishap Board Report: After completion of Type A or B mishap investigation.
12. **SUBMISSION FREQUENCY:**
 - a. MSFC Form 4370 - Each occurrence of a mishap.
 - b. NASA Form 1627 - Each occurrence of a mishap. Corrective action status reports are due every 30 days until the final report is submitted.
 - c. MSFC Form 4371 - By the 10th of each month.
 - d. Mishap Board Report - Each occurrence of a Type A or B mishap.
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS Paragraph 2.3.2
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Mishap and Safety Statistics Reports document all mishaps and close calls as required in NPG 8621.1.
- 15.2 **APPLICABLE DOCUMENTS**

NPG 8621.1	<i>NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping</i>
MWI 8621.1	<i>Close Call and Mishap Reporting and Investigation Program</i>

DRD Continuation Sheet

TITLE: Mishap and Safety Statistics Reports

DRD NO.: 922SA-002

DATA TYPE: 3

PAGE: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED):**

15.3 **CONTENTS:** The reports shall contain the information required by NPG 8621.1. The contractor shall use the forms listed in 15.4 to report mishaps and related information required to produce the safety metrics.

15.4 **FORMAT:** The following formats shall be submitted:

- a. MSFC Form 4370, "MSFC Flash Mishap Report."
- b. NASA Form 1627, "NASA Mishap Report."
- c. MSFC Form 4371, "MSFC Contractor Safety Statistics."
- d. Mishap Board Report using the format provided in NPG 8621.1.

15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

ATTACHMENT J-3

Customer and Employee Relations (CaER) Directorate Support
Services

WORK BREAKDOWN STRUCTURE

- 1.0 Mission
- 2.0 Program Management
 - 2.1 Contract Administration
 - 2.2 Financial Management
 - 2.3 Safety, Health, and Environmental
 - 2.4 Information Technology Security
- 3.0 Management Support
 - 3.1 Directorate Office Support
 - 3.2 Equal Opportunity Office Support
- 4.0 Human Resources Support
- 5.0 Employee and Organizational Development Services
 - 5.1 Technical Training Coordination
 - 5.2 Instructional Design and Delivery
 - 5.3 Events Coordination
 - 5.4 Organizational Development Program
 - 5.5 Procurement of Training and Organizational Development Services
 - 5.6 Marshall Institute Operations
- 6.0 Technology Transfer Support
- 7.0 Internal Relations and Communications Services
 - 7.1 Communications Services
 - 7.2 Strategic Planning
 - 7.3 Roundtable Support
 - 7.4 History Services
 - 7.5 Speech Writing
 - 7.6 Web Support
- 8.0 Government and Community Relations Support
 - 8.1 Public Inquiries
 - 8.2 Speakers Bureau/Community Outreach
 - 8.3 Administrative Services
- 9.0 Education Programs Support
 - 9.1 Educator Resource Center
 - 9.2 University Affairs Program
 - 9.3 Program Support

10.0 Media Relations Services

10.1 Web Support

10.2 Model, Design, and Exhibit Support

10.3 Media Support

11.0 Indefinite Delivery/Indefinite Quantity (IDIQ)

ATTACHMENT J-4

SURVEILLANCE AND COST-PLUS-INCENTIVE-FEE PLAN

The Contractor's performance for Customer and Employee Relations (CaER) Support Services at MSFC, as outlined in attachment J-5, Performance Requirements Summary (PRS), and explained in attachment J-1, Performance Work Statement (PWS), shall be evaluated using this Surveillance and Cost-Plus-Incentive-Fee Plan. The evaluation criteria and incentive fee structure are outlined below.

1. Evaluation Criteria

This contract is performance based and utilizes various methods to calculate fee based upon the defined acceptable quality levels for the performance of this contract. The Contractor's Quarterly Progress Reports (DRD 922MA-002) and the PRS will be used to assess Contractor performance and to determine fee. Problems with services will be identified through periodic inspections, customer questionnaires, and Contractor self-identification.

Fee for performance of a listed service, specified in column two of the PRS, is accepted and paid at the fee percentage indicated in column five of the PRS when the Acceptable Quality Level (AQL) meets or exceeds that indicated in column three. The Contractor shall submit Quarterly Progress Reports (DRD 922MA-002), along with rationale explaining any PRS area where performance deficiencies were noted. In the event that an AQL is violated during a 6-month evaluation period, the Contractor shall submit a written corrective action plan to ensure these deficiencies do not occur in the future. The CO, with the support of the COTR, will review the Quarterly Progress Reports, along with other evaluation criteria stated herein, and determine if there were any actions by the Government, or any other mitigating circumstances, that should be considered in the fee score evaluation.

Incentive Fee shall be weighted and distributed as shown in the charts below, "Incentive Fee Weighting Chart." Due to dynamic Center commitments and changing priorities, the Government may unilaterally revise the Incentive Fee Weighting Chart and the associated PRS, before the start of a new 6-month evaluation period.

Incentive Fee Weighting Chart
Mission Schedule

Contract Requirement	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Quality Management	11%	11%	11%	11%	11%
Cost	20%	20%	20%	20%	20%
Customer Satisfaction	30%	30%	30%	30%	30%
2.0 Program Management	15%	15%	15%	15%	15%
3.0 Management Support	3%	3%	3%	3%	3%
4.0 Human Resources Support	N/A%	N/A%	N/A%	N/A%	N/A
5.0 Employee & Organizational Development Services	6%	6%	6%	6%	6%
6.0 Technology Transfer Support	N/A%	N/A%	N/A%	N/A%	N/A
7.0 Internal Relations and Communications Services	3%	3%	3%	3%	3%
8.0 Government & Community Relations Support	3%	3%	3%	3%	3%
9.0 Education Programs Support	3%	3%	3%	3%	3%
10.0 Media Relations Services	6%	6%	6%	6%	6%
	100%	100%	100%	100%	100%

For WBS Element 11.0 IDIQ, Incentive fee shall be applied based on the following chart. Incentive fee will be applied to each individual task under the IDIQ schedule.

Incentive Fee Weighting Chart
IDIQ Schedule

Element	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Customer Satisfaction	40%	40%	40%	40%	40%
Cost	30%	30%	30%	30%	30%
Schedule	30%	30%	30%	30%	30%

2. Performance Measurement

The Contractor shall perform self-evaluation and report findings on the Quarterly Progress Report (DRD 922MA-002). The reported items shall include the standard of performance tasks outlined in attachment J-5, PRS. Not all efforts under this contract are included in the PRS; however, lack of inclusion in the PRS in no way relieves the Contractor of the obligation to perform all delineated tasks as defined in the PWS. The Progress Report data will be reviewed and validated by COTR appointed technical monitors. The technical monitors will be responsible for reporting any discrepancies to the COTR. The Government will conduct random audits of the Progress Report to validate the accuracy of data submitted by the Contractor. Other surveillance techniques may be employed if considered necessary by the Government.

2.1 Quality Management. The Contractor shall maintain compliance with MSFC ISO Certification and Internal Quality Processes. The MSFC quality processes shall be used to measure compliance. The Contractor shall not have valid QSDN's, negative internal or external audit findings, or NCR's/RCAR's written against its performance. If the Contractor has more than two negative QSDN's, or more than six internal/external audit findings, or one or more NCR's/RCAR's written against it, then 25 percent of the fee pool allocated to Quality Management shall be deducted for each occurrence in excess of the AQL, not to exceed the total 11 percent of the fee allocated to this element. The Contractor will not be held responsible for a negative QSDN, a negative internal or external audit finding, or an NCR/RCAR if they are the result of activities outside the control of the Contractor. The Contractor shall perform an assessment and notify the COTR, in writing, of its recommendation within 2 weeks of initiation of the documentation.

2.2 Cost. The Contractor shall control cost consistent with the negotiated cost. The efficiency of the Contractor's Cost Control shall account for 20 percent of the total available fee. The Cost Control Fee shall be determined using the following formulas;

For Cost Rating (C) \leq 0.98, Fee Score 100%

For Cost Rating (C) \geq 1.08, Fee Score 0%

For Cost Rating (C) between 0.98 and 1.0,

$$\text{Fee(\%)} = [345 - (250)C]20\%$$

For Cost Rating (C) between 1.0 and 1.08,

$$\text{Fee(\%)} = [1282.5 - (1187.5)C]20\%$$

Where,

C= Actual Cost Divided by Negotiated Cost at
Contract Completion

2.3 Customer Satisfaction. As a measure of the quality of the services provided for the Mission Schedule, the Contractor shall, on a quarterly basis, distribute a customer satisfaction questionnaire to the COTR appointed technical monitors. Each technical monitor will provide performance evaluation input and forward the results to the COTR. This information, along with other evaluation criteria mentioned in attachment J-4, paragraph 1, Evaluation Criteria, will be used to assess Contractor performance and determine fee for each 6-month evaluation period. Thirty (30) percent of the total available fee shall be based upon customer satisfaction score. Customer satisfaction rating will be applied consistent with the adjective rating below.

ADJECTIVE RATING	DEFINITIONS	NUMERICAL RATING
Excellent	Exceptional performance. No significant problems encountered.	100 points
Very Good +	Performance which demonstrates overall competence and fulfillment of contract requirement. Quality of overall performance outbalances any problem encountered.	95 points
Very Good		90 points
Very Good -		85 points
Good +	Performance which shows reasonable fulfillment of contract requirement. As a whole, overall performance quality is not adversely affected by problems encountered.	80 points
Good		75 points
Good -		70 points
Fair +	Performance deficient in accomplishing contract requirement. Problems outweigh areas of quality performance.	65 points
Fair		55 points
Fair -		45 points
Poor +	Performance without substantive merit.	35 points
Poor		25 points
Poor -		0 points

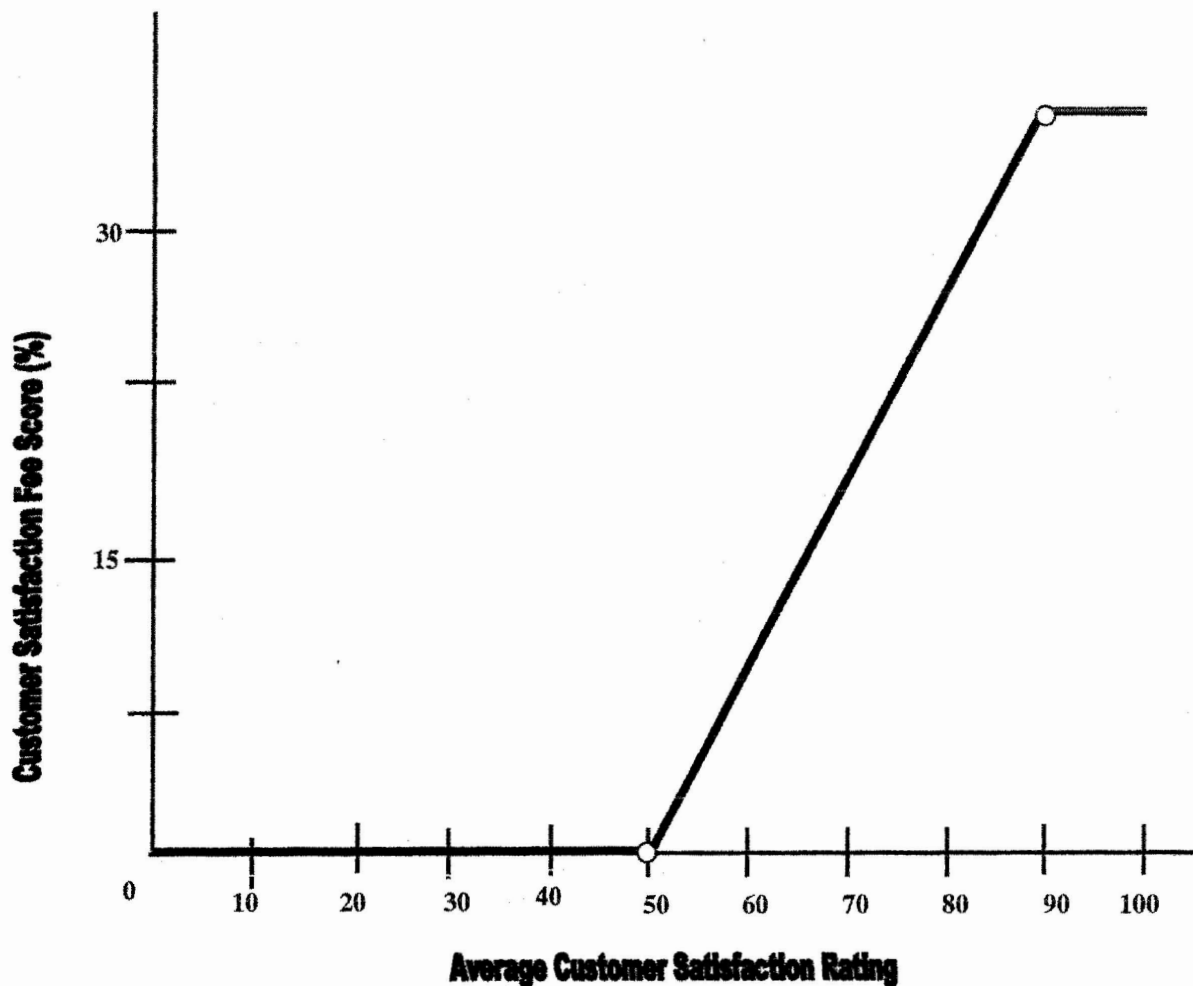
The adjective rating will be converted to points and averaged. Scores will result in customer satisfaction fee as follows in the formulas and graphs below:

For Average Numerical Rating ≥ 90 Pts, Fee Score 30%

For Average Numerical Rating < 50 Pts, Fee Score 0%

Otherwise,

Fee Score (%) = Avg. Numerical Rating X 0.75 - 37.5



2.4 Performance Work Statement

2.4.1 Program Management (WBS 2.0). The efficiency of the Contractor's Program Management shall account for 15 percent of the total available fee. This 15 percent is performance fee and will be split into two categories.

2.4.1.1 Staffing. Ten (10) percent of the performance fee (or 66.6 percent of the total available fee for PRS 2.4.1) shall depend upon timely staffing of new requirements and vacated positions with skilled and appropriate personnel. Positions shall be staffed with appropriate personnel within 3 weeks of the effective date of new positions or within 4 weeks of vacated positions. The Contractor shall comply with these AQL's 100 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 10 percent of fee available will be reduced by

50 percent.

Percentage of Positions Staffed	Fee
100%	100%
95% - 99.9%	50%
< 95%	0%

2.4.1.2 Property Management. Five (5) percent of the performance fee (or 33.3 percent of the total available for PRS 2.4.1) shall depend upon the Contractor's efficiency of managing the Government Furnished Property under the Contractor's control. Any property discrepancies must be addressed by a corrective action plan within 2 weeks of identification. For each occurrence the incentive fee shall be reduced by 50 percent of the available fee within Property Management.

Property Discrepancies	Fee
0	100%
1	50%
2	0%

2.4.2 Management Support (WBS 3.0). The efficiency of the Contractor's Management Support shall be performance based and account for 3 percent of the total available fee. The 3 percent shall be based on compliance with the Metrics and AQL's, and Milestones listed below.

2.4.2.1 Recruit and Place Students for Summer Minority Intern Program. One and one-half (1.5) percent of the performance fee (or 50 percent of the total available fee for PRS 2.4.2) shall depend upon the Contractor's efficiency in recruiting and placing 50 minority students in the MSFC Summer Minority Intern Program. If the Contractor fails to place the required number of students, this will result in the loss of 100 percent of the performance fee available for PRS 2.4.2.1.

Students Placed	Fee
50	100%
0 - 49	0%

2.4.2.2 Office and/or Program/Project Milestones. One and one-half (1.5) percent of the performance fee (or 50 percent of the total available fee for PRS 2.4.2) shall depend upon the Contractor identifying and meeting key milestones in the Management Support area. Prior to each quarterly reporting period, the Contractor shall identify key milestones along with corresponding due dates and submit to the COTR for approval/concurrence.

Failure to submit key milestone due dates to the COTR for prior approval/concurrence (or failure to meet key milestones due dates) shall result in a loss of 100 percent of the performance fee for PRS 2.4.2.2.

Milestones Missed	Fee
0	100%
1	0%

2.4.3 Employee and Organizational Development Support (WBS 5.0). The efficiency of the Contractor's Employee and Organizational Support shall be performance based and account for 6 percent of the total available fee. The 6 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.3.1 Maintain High Levels of Course Satisfaction. The MSFC training evaluation processes already in place shall be used to measure compliance. The Contractor shall maintain an average rating of 3.75 (5-point scale) on the overall satisfaction of training and organizational development events. Three (3) percent of the performance fee (or 50 percent of the available fee for PRS 2.4.3) shall be reduced by 50 percent if this rating is not maintained during the reporting period. If this rating falls below an average rating of 3.0 (5-point scale), the 3 percent performance fee shall be reduced by 100 percent.

Average Rating	Fee
3.75 - 5.00	100%
3.00 - 3.74	50%
< 3.00	0%

2.4.3.2 Placement of Training Orders in a Timely Manner. The Contractor shall place 95 percent of all training orders within 3 days of receipt. For each 5 percentage points, or part thereof, below the AQL the 3 percent of the performance fee (or 50 percent of the available fee for PRS 2.4.3) will be reduced by 50 percent.

Percentage of Training Orders Placed	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.4 Internal Communications Services (WBS 7.0).
The efficiency of the Contractor's Internal Communications Services shall be performance based and account for 3 percent of the total available fee. The 3 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.4.1 Maintain Deadlines for all Publications. The Contractor shall meet 100 percent of the deadlines for the "Marshall Star" and the "Daily Planet." If the Contractor fails to meet any deadlines for these publications, the total of 1 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.4) shall be reduced by 100 percent.

Percentage of Deadlines Met	Fee
100%	100%
< 100%	0%

2.4.4.2 Response to Requests for MSFC Historical Data. The Contractor shall respond to requests for historical data within 5 days of the request, on average, 95 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 1 percent performance fee (or 33.3 percent of the available fee for 2.4.4) will be reduced by 50 percent.

Percentage of Requests Met	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.4.3 Delivery of Speeches and Speech Products. The Contractor shall provide all required speeches or speech products 100 percent of the time. If the Contractor fails to meet the AQL, the total of 1 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.4) shall be reduced by 100 percent.

Percentage of Speech Deadlines Met	Fee
100%	100%
< 100%	0%

2.4.5 Government & Community Relations Support (WBS 8.0). The efficiency of the Contractor's Government & Community Relations Support shall be performance based and account for 3 percent of the total available fee. The 3 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.5.1 Response to Public Inquiries. The Contractor shall respond to requests for data, via public inquiry, within 5 days of the request, on average, 95 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 2 percent performance fee (or 66.6 percent of the available fee for PRS 2.4.5) will be reduced by 50 percent.

Percentage of Inquiries Answered	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.5.2 Execute Speaker Requests in a Timely Manner. The Contractor shall provide all required speakers 100 percent of the time. If the Contractor fails to meet the AQL, the total of 1 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.5) shall be reduced by 100 percent.

Percentage of Speakers Provided	Fee
100%	100%
< 100%	0%

2.4.6 Education Programs Support (WBS 9.0). The efficiency of the Contractor's Education Programs Support shall be performance based and account for 3 percent of the total available fee. The 3 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.6.1 Operation of the Educator Resource Center (ERC). The Contractor shall operate the ERC through the specified hours and maintain a minimum of two specialists at all times to assist the ERC customers. If the Contractor fails to meet the AQL, the total of 1.5 percent performance fee (or 50 percent of the available fee for PRS 2.4.6) shall be reduced by 100 percent.

ERC Staffing Discrepancies	Fee
0	100%
1	0%

2.4.6.2 Responses to Request for Educational Information. The Contractor shall respond to requests for educational information within 3 days of the request, on average, 95 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 1.5 percent performance fee (or 50 percent of the available fee for PRS 2.4.6) will be reduced by 50 percent.

Percentage of Requests Met	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.7 Media Relations Services (WBS 10.0). The efficiency of the Contractor's Media Relations Services shall be performance based and account for 6 percent of the total available fee. The 6 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.7.1 MSFC News Room Center Web Site Support. The Contractor shall post News Room products to the web site as required. The products posted shall be correct and in the proper format a minimum of 99 percent of the time. For each 1 percentage point, or part thereof, below the AQL the 2 percent performance fee (or 33.3 percent

of the available fee for PRS 2.4.7), within this area, will be reduced by 50 percent.

Percentage of Web Postings	Fee
99% - 100%	100%
98% - 98.9%	50%
< 98%	0%

2.4.7.2 MSFC Model, Design, and Exhibit Support. The Contractor shall provide model, design, and exhibit support as required in the PWS. This support shall be provided on time a minimum of 100 percent of the time. For each 1 percentage point, or part thereof, below the AQL the 2 percent performance fee (or 33.3 percent of available fee for PRS 2.1.7), within this area, will be reduced by 50 percent.

Percentage of Models, Designs, Exhibits Provided	Fee
100%	100%
99% - 99.9%	50%
< 99%	0%

2.4.7.3 Media Products. The Contractor shall provide media products as required in the PWS. Media products shall be provided to the appropriate location, adhering to "Associated Press" (AP) style, and on time a minimum of 100 percent of the time. For each 1 percentage point, or part thereof, below the AQL the 2 percent performance fee (or 33.3 percent of available fee for PRS 2.4.7), within this area, will be reduced by 50 percent.

Percentage of Media Products	Fee
100%	100%
99% - 99.9%	50%
< 99%	0%

2.5 IDIQ Schedule (WBS 11.0). The Contractor's fee on negotiated IDIQ shall be based on the provisions below.

2.5.1 Customer Satisfaction. As a measure of the quality of services provided for the IDIQ Schedule, the Contractor shall, at task completion, distribute a customer satisfaction questionnaire to the COTR appointed technical monitors. Each technical monitor will provide performance evaluation input and forward the results to the COTR. This information, along with other criteria mentioned in attachment J-4, will be used to assess Contractor

performance and determine fee for each individual task under the IDIQ Schedule. Forty (40) percent of the total available fee shall be based upon customer satisfaction score for the completed task. Customer satisfaction rating will be applied consistent with the adjective rating below.

ADJECTIVE RATING	DEFINITIONS	NUMERICAL RATING
Excellent	Exceptional performance. No significant problems encountered.	100 points
Very Good +	Performance which demonstrates overall competence and fulfillment of contract requirement. Quality of overall performance outbalances any problem encountered.	95 points
Very Good		90 points
Very Good -		85 points
Good +	Performance which shows reasonable fulfillment of contract requirement. As a whole, overall performance quality is not adversely affected by problems encountered.	80 points
Good		75 points
Good -		70 points
Fair +	Performance deficient in accomplishing contract requirement. Problems outweigh areas of quality performance.	65 points
Fair		55 points
Fair -		45 points
Poor +	Performance without substantive merit.	35 points
Poor		25 points
Poor -		0 points

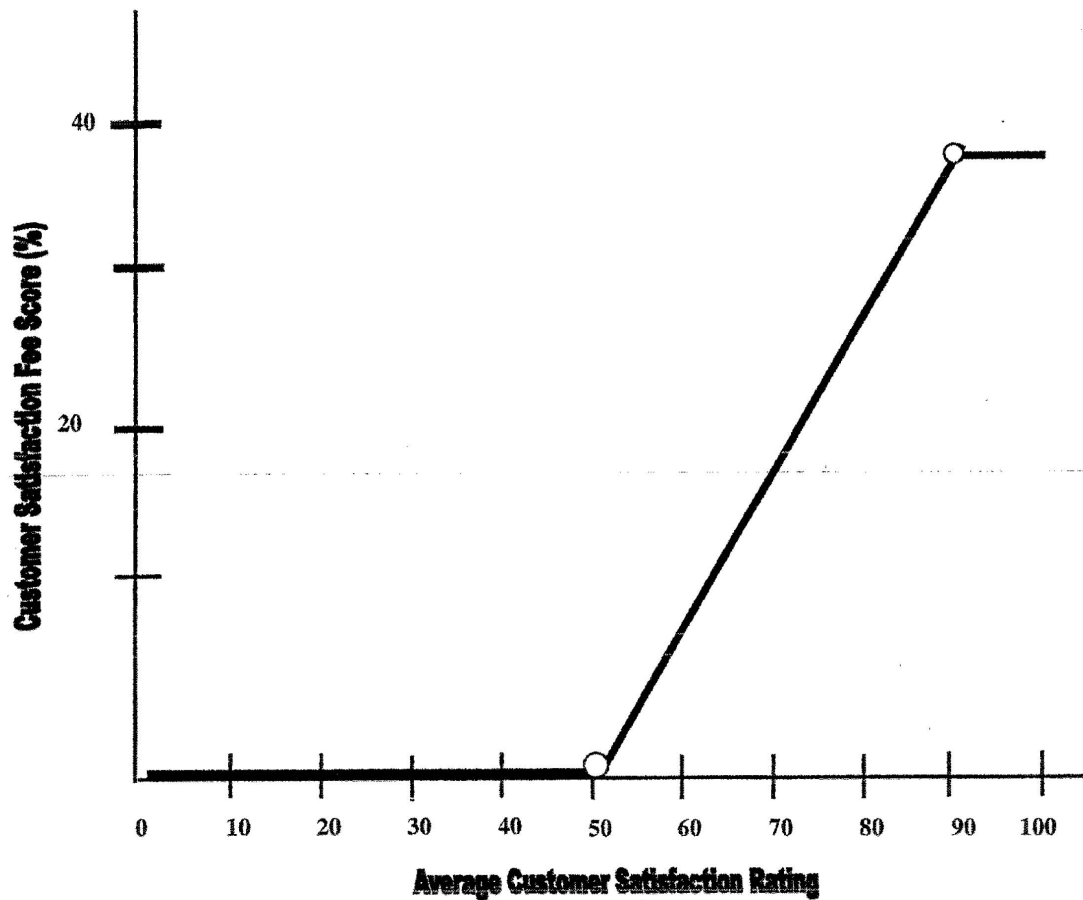
The adjective rating will be converted to points and averaged, if necessary. Scores will result in customer satisfaction fee as follows in the formulas and graphs below:

For Average Numerical Rating ≥ 90 Pts, Fee Score 40%

For Average Numerical Rating < 50 Pts, Fee Score 0%

Otherwise,

$$\text{Fee Score (\%)} = \text{Avg. Numerical Rating} - 50$$



2.5.2 Cost. Thirty (30) percent of the total available fee shall depend upon the Contractor's control of negotiated cost for the IDIQ task. This will be determined in accordance with the following formulas:

For Cost Rating (C) ≤ 0.98 , Fee Score 100%

For Cost Rating (C) ≥ 1.08 , Fee Score 0%

For Cost Rating (C) between 0.98 and 1.0,

$$\text{Fee(\%)} = [345 - (250)C]30\%$$

For Cost Rating (C) between 1.0 and 1.08,

$$\text{Fee(\%)} = [1282.5 - (1187.5)C]30\%$$

Where,

C= Actual Cost Divided by Negotiated Cost for
Evaluated Period

2.5.3 Schedule. Thirty (30) percent of the total available fee shall depend on the Contractor meeting the negotiated delivery date for the IDIQ task. No fee shall be paid for missed deliveries, unless the COTR determines that the delivery was missed for reasons beyond the Contractor's control.

3. Audit Reporting Integrity

If random audits by the COTR or appointed representative(s) detect self-surveillance reporting errors, the Contractor's incentive fee on the contract requirement found in error will be reduced by 10 percent for the first occurrence. Any repeated reporting errors will result in an incentive fee of 0 percent for the contract requirement(s) found in error. This does not apply to errors that have no effect on the incentive fee.

Attachment J-5

PERFORMANCE REQUIREMENTS SUMMARY

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Wt.
QUALITY MANAGEMENT	Compliance with MSFC ISO 9001 and Internal Quality Processes	2 QSDN's 6 Audit findings (internal/external) 0 NCR's/RCAR's	Progress Report/Quarterly DRD 922MA-002	11%
COST	Actual Cost versus Planned Cost	See attachment J-4 (for computation see paragraph 2.2)	533M Report/Monthly DRD 922MA-003	20%
CUSTOMER SATISFACTION	Customer satisfaction	Satisfaction level (for range see attachment J-4, paragraph 2.3)	Questionnaire/Quarterly	30%
WBS 2.0 Program Management	1. Staffing 2. Property Management	1. Positions staffed within 3 weeks, vacancies filled in 4 weeks or less 2. No Property Management discrepancies	Management Plan (DRD 922MA-001) Progress Report/Quarterly DRD 922MA-002	15%
WBS 3.0 Management Support	1. Recruit and place students for Summer Minority Intern Program 2. Office Milestones	1. Recruit and Place 50 Students in MSFC Minority Summer Internships 2. Meet Key milestones	Progress Report/Quarterly DRD 922MA-002	3%
WBS 5.0 Employee and Organizational Development Services	1. Maintain high levels of course satisfaction 2. Placement of training orders in a timely manner	1. Average Rating of 3.75 (5 point scale) on overall course satisfaction 2. Place 95 % of training orders within 3 days	Progress Report/Quarterly DRD 922MA-002	6%
WBS 7.0 Internal Relations and Communications Services	1. Maintain deadlines for all publications 2. Response to requests for historical data 3. Deliver speech products	1. Meet 100% of publication deadlines 2. Respond to 95% of history request within 5 days 3. Meet 100% of speech deadlines	Progress Report/Quarterly DRD 922MA-002	3%

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Wt.
WBS 8.0 Government and Community Relations Support	<ol style="list-style-type: none"> 1. Response to public inquiries 2. Execute speaker request in a timely manner 	<ol style="list-style-type: none"> 1. Answer 95% of Public Inquiries within 5 days 2. Provide Speakers to 100% of speaking engagements 	Progress Report/ Quarterly DRD 922MA-002	3%
WBS 9.0 Education Programs Support	<ol style="list-style-type: none"> 1. Operation of the Educator Resource Center (ERC) 2. Respond to requests for information 	<ol style="list-style-type: none"> 1. Maintain minimum of 2 specialists at all times during operating hours 2. Execute all requests within 3 days 	Progress Report/ Quarterly DRD 922MA-002	3%
WBS 10.0 Media Relations Services	<ol style="list-style-type: none"> 1. MSFC News Room web site support 2. MSFC Model, Design, and Exhibit support 3. Media Products 	<ol style="list-style-type: none"> 1. Web site postings are correct and in proper format 99% of time 2. Model, Design, and Exhibits provided in proper condition and on time 100% 3. Media releases adhere to AP style and meet deadlines 100% 	Progress Report/ Quarterly DRD 922MA-002	6%
WBS 11.0 Indefinite Delivery/ Indefinite Quantity (IDIQ) *	<ol style="list-style-type: none"> 1. Customer Satisfaction 2. Cost 3. Schedule 	<ol style="list-style-type: none"> 1. Satisfaction Level (for range see attachment J-4) 2. Actual vs. Planned Cost 3. On-time Delivery 	Quarterly/Task Completion	40% 30% 30%

* IDIQ task orders evaluated separate from Mission elements.

ATTACHMENT J-6

APPLICABLE REGULATIONS, PROCEDURES, AND DOCUMENTS

The documents listed herein contain specifications to which the work must conform. The Contractor shall comply with the requirements of these documents and all revisions thereto.

The Contractor shall utilize all NASA and MSFC Directives and Standards as applicable, as well as CaER Organizational Issuances (OI's). Applicable regulations, procedures, and documents have been provided electronically with this RFP. Current versions shall be utilized, unless authorization to use obsolete versions has been properly documented.

The following documents are applicable as stated in the PWS and Data Procurement Document (922).

29 CFR 1910	Department of Labor; Occupational Safety and Health Administration Standards for General Industry
40 CFR	Protection of the Environment
42 USC 2451	The National Aeronautics and Space Act of 1958 as amended
NFPA Standards	National Fire Codes

OMB Circulars

OMB Circular A-130	Management of Federal Information Resources
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NASA Documentation

NASA-STD-8719.11	Safety Standard for Fire Protection
NPD 1000.1	NASA Strategic Plan
NPG 1441.1	NASA Records Retention Schedules
NPG 5100.4B	Federal Acquisition Regulation Supplement (NASA/FAR Supplement)

NPG 8621.1	NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping
NPG 8715.3	NASA Safety Manual
NPG 9501.2	NASA Contractor Financial Management Reporting

MSFC Documentation

MPD 1280.1	Marshall Management Manual
MPD 1800.1	MSFC Smoking Policy
MPD 1840.1	MSFC Environmental Health Program
MPD 1840.2	MSFC Hearing Conservation Program
MPD 1840.3	MSFC Respiratory Protection Program
MPD 1860.1	Laser Safety
MPD 1860.2	Radiation Safety Program
MPD 2210.1	Documentation Input and Output of the MSFC Documentation Repository
MPG 1040.3	MSFC Emergency Plan
MPG 1130.1	MSFC Implementation Planning Process
MPG 1130.2	MSFC Annual Report Process
MPG 1380.2	Center Public Exhibits Guidance and Process
MPG 1440.2	MSFC Records Management Program
MPG 1800.1	Bloodborne Pathogens
MPG 1810.1	MSFC Occupational Medicine
MPG 1840.1	MSFC Confined Space Entries
MPG 1840.2	MSFC Hazardous Communication Program
MPG 1840.3	MSFC Hazardous Chemicals in Laboratories Protection Program
MPG 2810.1	Security of Information Technology
MPG 8715.1	Marshall Safety, Health, and Environmental (SHE) Program
MPG 8870.1	MSFC Environmental Management Program
MWI 3410.1	Personnel Certification Program
MWI 8621.1	Close Call and Mishap Reporting and Investigation Program

In addition to the regulations and procedures identified elsewhere in this contract, the Contractor shall comply with, or remain cognizant of the following directives and procedures. This listing is not intended to relieve the Contractor of its responsibility for applicable regulations, directives, and procedures when performing work on-site at MSFC.

MPD 1380.1	Release of Information to News and Information Media
MPD 1380.2C	Coordination of Activities for Visitors to MSFC
MPG 1100.1	Marshall Space Flight Center Organizational Manual
MPG 1280.4	MSFC Corrective Action System
MPG 1280.5	MSFC Preventative Action System

MPG 1280.6	Internal Quality Audits
MPG 1410.1	Document and Data Control for Organizational Issuances
MPG 1600.1	MSFC Security Procedures and Guidelines
MPG 2190.1	MSFC Export Control Program
MPG 2500.1	Marshall Telecommunications Services
MPG 3410.1	Training
MPG 4000.2	Property Management
MPG 6700.1	Motor Vehicle Fleet Operation
MWI 1280.2	MSFC Quality Comment System
MWI 1280.4	MSFC Quality System Deficiency Notification System
MWI 1380.1	Handling of Freedom of Information Act Requests
MWI 4200.1	Equipment Control
MWI 4520.1	Receiving
MWI 8715.9	Safety Plan for Contractors
MWI 8715.11	Fire Protection

Organizational Issuances

The following OI's are provided for information purposes only. As explained in PWS 2.1.8.2, these OI's are pertinent to the current CaER contract but may not be pertinent to this contract.

CD01-OWI-001	CaER Directorate Organizational Document Control Process
CD01-OWI-002	Mission Services Contract Management
CD01-OWI-003	CaER Records Management Plan
CD02-OWI-004	Program Functional Manager
CD20-OWI-001	Employee and Organizational Development Department Processes
CD20-OWI-002	Document Control
CD20-OWI-011	Purchasing and Evaluating Training Courses
CD20-OWI-014	Developmental Programs
CD40-OWI-001	Internal Communications
CD40-OWI-002	History
CD50-OWI-001	Responses to Community Requests for Center Overview Briefings
CD50-OWI-002	Handling Local Community Requests for Marshall Space Flight Center Exhibits
CD50-OWI-003	Handling of Exhibit Requests from Tourist Attractions
CD50-OWI-004	Handling of Public Inquiries Requests
CD50-OWI-005	Employee, Retiree and Official Visitors Admission Policy to the U.S. Space and Rocket Center
CD50-OWI-006	Loaning Artifacts to the U.S. Space and Rocket Center
CD50-OWI-008	Handling Official Public Speaking Engagements by Marshall Space Flight Center Personnel

CD60-OWI-001	OWI Authorization and Control, CD60, MSFC
	Education Programs Department
CD60-OWI-002	OWI Coordination and Execution of Pre-
	College and Post Secondary Education
	Outreach Programs
CD70-OWI-001	Developing Information Documents
CD70-OWI-002	Procedure for Responding to Media Queries
CD70-OWI-003	Press Conference/Press Briefings
CD70-OWI-004	Media Contingency Planning
CD70-OWI-005	Management Report
CD70-OWI-006	Feedback Process
CD70-OWI-007	Media Visits
CD70-OWI-008	Operation of MSFC News Room & Remote News
	Centers
CD70-OWI-009	Shuttle Launch Support
OS01-OI-1	Equal Opportunity Office Internal
Appendices A, C,	Instruction
D, F, and G	

ATTACHMENT J-7

INSTALLATION-PROVIDED PROPERTY AND SERVICES

In addition to the property and services set forth in Clause G.6, the Government will provide the following property and services to all on-site personnel under this contract as necessary. These items include, but may not be limited to, the following:

- (1) Computer workstations (one seat license per person under MSFC's Outsourcing Desktop Initiative for NASA (ODIN) contract) and associated maintenance (general and specialized)
- (2) Document reproduction equipment
- (3) Application software
- (4) NASA Property Report to be located in NASA Acquisition Internet Service (NAIS).

Facilities equipped for the conduct of training as follows:

Bldg	Room	TV	VCR	PC/MAC	COMPUTER			
					CDROM	Network	SMART Board	White Board
4200	EDTeC	10	10	PC-9, MAC-1	YES	YES	NO	NO
4200	G13-A	YES	YES	PC-16, WIN98	YES	YES	YES	NO
4200	G13-B	YES	YES	PC-16, WIN2000	YES	YES	YES	NO
4200	G13-C	YES	YES	PC-1	YES	YES	NO	YES
4200	G13-D	YES	YES	PC-1	YES	YES	NO	NO
4200	G13-E	YES	YES	PC-1	YES	NO	NO	NO
4200	G13-G	YES	YES	NO	NO	NO	NO	YES
4203	B303	YES-2	YES	NO	NO	NO	NO	YES
4203	1201	YES	YES-2	PC-1	YES	YES	NO	YES

Bldg	Room	TV	VCR	PC/MAC	PROJECTOR			
					Document	Trans- parency	TV/VCR	Computer
4200	EDTeC	10	10	PC-9, MAC-1	NO	NO	NO	NO
4200	G13-A	YES	YES	PC-16, WIN98	NO	NO	YES	YES
4200	G13-B	YES	YES	PC-16, WIN2000	NO	NO	YES	YES
4200	G13-C	YES	YES	PC-1	NO	NO	YES	YES
4200	G13-D	YES	YES	PC-1	YES	YES	YES	YES
4200	G13-E	YES	YES	PC-1	YES	YES	YES	YES
4200	G13-G	YES	YES	NO	NO	NO	NO	NO
4203	B303	YES-2	YES	NO	NO	NO	YES	NO
4203	1201	YES	YES-2	PC-1	NO	NO	YES	YES